

IN THE UNITED STATES JUDICIAL DISTRICT COURT
FOR THE WESTERN DISTRICT OF NORTH CAROLINA
CHARLOTTE DIVISION

CPI SECURITY SYSTEMS, INC.,

Plaintiff,

v.

CIVIL ACTION NO.

VIVINT SMART HOME, INC.

3:20-CV-00504-FDW-DSC

f/k/a Mosaic Acquisition

Corp; and LEGACY VIVINT

SMART HOME, INC., f/k/a

Vivint Smart Home, Inc.,

Defendants.

VIDEOTAPED DEPOSITION OF

JOSHUA CRITTENDEN

DATE: Thursday, December 16, 2021

TIME: 4:08 p.m.

LOCATION: Remote Proceeding

Durham, North Carolina 27705

REPORTED BY: Joshua Seagondollar, Notary Public

JOB NO.: 4997856

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1	I N D E X		
2	EXAMINATION:		PAGE
3	By Mr. Eblen	6	
4			
5	E X H I B I T S		
6	NO.	DESCRIPTION	PAGE
7	Plaintiff 245	Article	44
8	Plaintiff 246	Article	47
9	Plaintiff 247	Article	48
10	Plaintiff 211	2018 Competitions Rule Book	50
11	Plaintiff 95	List of Videos	64
12			
13	(Exhibits retained by counsel.)		
14			
15			
16			
17			
18			
19			
20			
21			
22			
23			
24			
25			

Page 6

1 PROCEEDINGS

2 MR. EBLEN: Matt, do we want to

3 stipulate just to proceed without the read-on, and we

4 can get the witness sworn in and going?

5 MR. STEWARD: Yes, please. I -- just,

6 I've got a hard stop at four.

7 MR. EBLEN: Okay.

8 MR. STEWARD: So yes.

9 THE REPORTER: All right, then.

10 Please raise your right hand.

11 WHEREUPON,

12 JOSHUA CRITTENDEN,

13 called as a witness, and having been first duly sworn

14 to tell the truth, the whole truth and nothing but the

15 truth, was examined and testified as follows:

16 THE REPORTER: Thank you. Counsel, you

17 may proceed.

18 EXAMINATION

19 BY MR. EBLEN:

20 Q Could you introduce yourself, please, for

21 the jury?

22 A Yes. This is Josh Crittenden.

23 Q And, Mr. Crittenden, what's your position at

24 Vivint?

25 A Currently a senior vice president of sales

Page 7

1 and direct-to-home organization.

2 Q Could you give us just an outline of your

3 work history at Vivint?

4 A Yeah. I came to Vivint a little over five

5 years ago, and I've held various positions in the

6 sales organization. And about, approximately about a

7 year ago, and I'm in the current position where I'm

8 the vice president over our sales and direct to home.

9 So multiple sales channels, like, specifically over

10 our direct-to-home sales channel.

11 Q Have you ever sold door to door for Vivint?

12 A Not for Vivint. No.

13 Q With any other security company?

14 A No. Not security industry. No.

15 Q What are your current job duties?

16 A So -- across my organization, really

17 everything that it entails to support the sales force

18 and sending 4,000 sales reps out to summer. So we

19 have a housing department. We have a department that

20 covers, has assets for the sales reps and, well,

21 physical iPads and sales slicks, pay scales.

22 Everything that the sales force needs to be supported

23 to do their job.

24 Q Are you involved in the training of the

25 sales force?

Page 8

1 A Yes. We have a team that is, curates the

2 videos and, and films in the, or our sales leaders

3 films videos. Yes.

4 Q Are you involved in that process?

5 A Yes. Not, not in every video, and, you

6 know, scripting everything, but yes. That's, that

7 team does report to me.

8 Q So you're able to have some influence over

9 the content of the training videos for the sales

10 force. Is that fair?

11 A Yes. It's a collaboration with the sales,

12 the field, our legal teams. It's pretty

13 collaborative, but there's a lot of people that have a

14 hand in that.

15 Q Are you involved in any direct sales

16 training to the sales force? And when I say direct,

17 do you provide any in-person training to anyone within

18 the sales organization?

19 A Yeah. Throughout the, the, the year I'll

20 travel and visit teams. Usually it's motivational,

21 informational. You know, most of the sales training

22 on how to approach a customer, how to sell the

23 customer, are done by our sales leaders in the field.

24 Q And when you say sales leaders in the field,

25 that would be the regional managers and the managers.

Page 9

1 Is that fair?

2 A That's correct.

3 Q How many manager -- or how many regional

4 managers are there at Vivint right now?

5 A So we have, we're ranging from 50 to 60

6 depending on how you classify it but all varying in

7 size of how many teams and sales reps they're

8 responsible for.

9 Q And as I understand the process, managers

10 and regional managers are also involved in recruiting

11 new representatives to Vivint. Is that accurate?

12 A Yes.

13 Q And are you also involved in some of the

14 video and social media content that's used to recruit

15 new sales representatives?

16 MR. STEWARD: Objection. Form.

17 Foundation.

18 If you -- Mr. Crittenden, from time to

19 time I may lodge an objection for the record. Unless

20 I instruct you not to answer, and if you still have

21 the question in mind, go ahead and answer. Sometimes

22 it's disruptive, and I apologize for that, and

23 sometimes it causes the witness to no longer have the

24 question in mind. And you're free to ask Mr. Eblen to

25 re-ask it if that's the case.

Page 10

1 THE WITNESS: That's okay. Yeah. So
 2 there's a variety of content that we create to, for
 3 recruiting. And so, yes, I'm involved in with that,
 4 but we have video teams, we have training teams, and
 5 the sales forces involved, so I, I do put, but do have
 6 a role in that. Correct.
 7 BY MR. EBLEN:
 8 Q And as I understand it, individual regional
 9 managers can also create some of their own material to
 10 help recruit new Vivint sales reps. Is that accurate?
 11 A Yes.
 12 Q But some of that is done, from time to time,
 13 on social media. Correct?
 14 A Correct. We don't control our sales reps'
 15 social media pages specifically, so there's content
 16 that, you know, we don't have involvement in. But
 17 yes. You know, each of our sales reps often post on
 18 their individual personal pages that we don't have the
 19 ability to control.
 20 Q And as I also understand it, compensation
 21 for managers is influenced somewhat by how well their,
 22 or how productive their sales recruits are during a
 23 typical year. Is that accurate?
 24 A Their compensation is driven by the number
 25 of accounts that their, their downline and their sales

Page 11

1 teams produce, not necessarily the productivity of
 2 each individual rep but in, in whole.
 3 Q How many sales representatives are under the
 4 umbrella of some of the, you know, say the top three
 5 regional teams?
 6 MR. STEWARD: Objection. Form.
 7 Foundation.
 8 A So we'll have -- again, we have some --
 9 they, they range in size, so the largest would have,
 10 potentially, up to a hundred or several hundred in
 11 their, their overview.
 12 Q Do you have any idea in what the rough
 13 average is for the size of a regional team?
 14 A A regional team -- again, they, they vary in
 15 size. You can go through exactly how the
 16 organization's structured, but there'll be anywhere
 17 from two to three teams, and teams constitute of
 18 anywhere from 20 to 50 sales representatives.
 19 Regional manager could have 3 and high as, you know,
 20 10, 20. So we have -- again, there, there's varying
 21 sizes of when you call, to refer to someone as a
 22 regional. A regional is anyone who manages, you know,
 23 multiple teams.
 24 Q Are managers compensated simply for
 25 recruiting a new sales representative?

Page 12

1 A No. There's no compensation tied to, to
 2 signing somebody up to do summer sale, our sales
 3 program. The compensation's based on the overall
 4 production and quality of that production of their
 5 teams.
 6 Q What did you do to prepare for your
 7 deposition today?
 8 A I had actually a pretty busy day, but I've
 9 spoken to our attorney, Kent, to ask him what --
 10 MR. STEWARD: Wait, wait, wait, Josh.
 11 Josh. Josh. You can tell Mr. Eblen that you spoke
 12 with Mr. Hansen, but I do not want you to reveal any
 13 of the content of that discussion.
 14 THE WITNESS: Sorry.
 15 BY MR. EBLEN:
 16 Q Did you do anything else to prepare?
 17 A I have not.
 18 Q Were you provided --
 19 MR. HANSEN: So --
 20 MR. EBLEN: Go ahead.
 21 MR. HANSEN: -- Matt -- part of
 22 conversation as well.
 23 MR. EBLEN: What's that?
 24 MR. HANSEN: This is Kent. I'll
 25 interject that Matt was part of the conversation as

Page 13

1 well.
 2 MR. EBLEN: Okay. All right.
 3 BY MR. EBLEN:
 4 Q At any point in time were you provided with
 5 a spreadsheet, an Excel spreadsheet, that has
 6 hyperlinks to some Vimeo training videos?
 7 A I believe Mr. Hansen -- I, he, I saw it on
 8 his computer. I believe he may have sent it to me. I
 9 have not had a, the opportunity to review it yet, so I
 10 apologize. I've not reviewed that.
 11 Q Are you generally familiar with the content
 12 of the training videos that are up on the Vivint Vimeo
 13 site?
 14 A Generally, yes. I, I think there's,
 15 there's, there's a lot on there, so you would have to
 16 reference specific ones, and we could, we could see,
 17 but I think generally, yes.
 18 Q You did look at the spreadsheet, though,
 19 that was provided in connection with this case that
 20 has a hyperlink to a number of videos that go back
 21 three or four years.
 22 A I, I did not review every, every line in
 23 that. I know Kent had that in reference that he had,
 24 which he provided, and I have not reviewed all of
 25 those videos or, or read through all of them, though.

Page 14

1 Q Let me go ahead and share my screen with
 2 you, here.
 3 A Okay.
 4 Q All right. Mr. Crittenden, are you able to
 5 see the spreadsheet that's in front of you?
 6 A Yes.
 7 Q And does the form of that look similar to
 8 what you reviewed to prepare for your deposition?
 9 A Yes. I believe that is.
 10 Q And I'm just going to scroll through here.
 11 The way it looks like this is broken down is there's,
 12 on the left column there's a video title, and then you
 13 see that, kind of, gold heading there. It looks like
 14 it's separated by years. Do you see that?
 15 A Mm-hmm.
 16 Q So if you scroll down, you know, say to,
 17 looks like entry 107, that would appear, at least
 18 based on the structure of the spreadsheet, to capture
 19 the training videos that Vivint offers to sales
 20 representatives from 2021. Is that accurate?
 21 A That, that's what it appears to be. Yes. I
 22 didn't create the spreadsheet, but that, that does
 23 appear what that's, how it's laid out.
 24 Q And so obviously we're not going to, in this
 25 deposition, go through every video because there are

Page 15

1 hours upon hours of content, but the videos that are
 2 contained in these hyperlinks on Vimeo, those would be
 3 authorized training videos created by Vivint for sales
 4 representatives. Correct?
 5 MR. STEWARD: Objection. Form.
 6 Foundation.
 7 A So there, there's a lot, obviously as you
 8 see here, there's a lot of videos. I would need to go
 9 through each one to make sure that they were all
 10 authorized, but from the few that I'm just
 11 spot-checking, I believe those are authorized videos.
 12 Q You don't have any reason to believe that
 13 the spreadsheet that counsel for Vivint produced in
 14 this case would contain unauthorized videos of Vivint.
 15 Correct?
 16 A No. I don't have reason to believe that.
 17 Q Okay. All right. So I won't go through,
 18 even, the structure of all of this, but if you go
 19 down, then, to, you see on row 108, there's 2020
 20 videos. Do you see that?
 21 A Yes.
 22 Q And then one of the series of videos I'm
 23 looking, starting on line or -- let's see here -- row
 24 273, it goes up to 243. Looks like a 30 DTP training
 25 course. Are you familiar with that bundle of training

Page 16

1 videos?
 2 A Yes. That appears to --
 3 Q -- go ahead.
 4 A -- prior sales year.
 5 Q And there was, there's also one for 2021.
 6 But my question, just generally, is, what type of
 7 training is offered, and what is the purpose of that
 8 series of videos?
 9 MR. STEWARD: Objection.
 10 THE WITNESS: --
 11 MR. STEWARD: I'm sorry. Objection.
 12 Form. Foundation.
 13 THE WITNESS: Yeah. They're, that is
 14 the "Thirty Days to Pro." Those are released to our
 15 sales reps for the first 30 days of summer. They're
 16 our typical selling season. And there's motivation,
 17 there's specific trainings. It's a variety of
 18 content, but there's, they're released every day and
 19 throughout the first 30 days of the summer program.
 20 BY MR. EBLIN:
 21 Q How are those accessible to the sales force
 22 during the first 30 days of summer?
 23 A So a link is texted out to the sales rep to
 24 our LMS system, and they go on, and they view it in
 25 the, our, inside our LMS.

Page 17

1 Q Is that through an iPad that they are given
 2 by Vivint?
 3 A Yes.
 4 Q Are there other ways other than the
 5 Vivint-issued iPad that they're able to access this
 6 content if they want to?
 7 A Yeah. So our training platform can be
 8 accessed from any device. They have to log in to
 9 Vivint. It's behind Okta, which is how we verify that
 10 those viewing it are Vivint's sales representatives
 11 that are authorized.
 12 Q Did you watch any of the 30-day, DTP series
 13 in preparation for your deposition today?
 14 A No.
 15 Q All right. I'm going to click on day three
 16 of the, looks like it was a April 28, 2020, video
 17 called "Prospecting". Are you familiar at all with
 18 the content of this video?
 19 A I'm not --
 20 MR. STEWARD: Hey, Charlie, just
 21 because they're bundled by year and you're in a
 22 particular year, would you just identify the row for
 23 the record so that the --
 24 MR. EBLIN: Yeah. Sure. It's row 270.
 25 MR. STEWARD: Okay. Thank you.

Page 18

1 MR. EBLEN: Yep.

2 THE WITNESS: Charlie, based on laid

3 out, this does appear to be a prior sales season.

4 Right? What sales year is this?

5 BY MR. EBLEN:

6 Q Yeah. This is from 2020.

7 A Okay.

8 Q All right. Let me take this down

9 temporarily, and then I'm going to share my screen and

10 go to that video that I clicked on that should now be

11 open on my browser, here. Okay. I'm going to let

12 this play for a little bit and then ask you some

13 questions about some of the content. Okay?

14 (Video played.)

15 BY MR. EBLEN:

16 Q Before it keeps going, are you able to hear

17 it okay?

18 A Actually cuts out quite a bit.

19 Q Okay. Try it again.

20 (Video played.)

21 BY MR. EBLEN:

22 Q Okay. Were you able to watch the first four

23 minutes of that video okay?

24 A Yes.

25 Q Do you agree that legitimacy is the number

Page 19

1 one objection to overcome for Vivint door-to-door

2 sales reps?

3 A I, I think that it's something we

4 continually are investing in and trying to build our

5 brand, differentiate who we are, but I think it's

6 often depending on where the sales representatives are

7 knocking, the maybe lesser known name, and also when

8 you're knocking on somebody's door, they're not

9 expecting you to be there. I, I think certainly that

10 is a, an objection that needs to be overcome to help a

11 customer understand why you're there and what value

12 you have to offer to them. I don't know if it's the

13 number one, but it's --

14 Q In the --

15 A -- yeah.

16 Q Sure. In the 30-day direct to pro training,

17 legitimacy is offered as the number one objection.

18 Correct?

19 A Yes.

20 Q And in order to minimize the overall number

21 of objections that potential customer may have, Vivint

22 trains that sales reps should focus on homes with an

23 existing alarm system and two cars in the driveway.

24 Correct?

25 MR. STEWARD: Object as to form.

Page 20

1 A Yeah. You, I mean, you've watched. You saw

2 the library videos. There's a number of videos and

3 different trainings and approaches that we train on.

4 The, and some of our sales reps have different

5 approaches -- this approach here is training that that

6 is one way to overcome certain objections. As you saw

7 in the video, they're, they're identifying a customer

8 who sees a need in a secure, home security system and

9 also someone that has the values that are willing to

10 pay for it. So that, that is one way that our sales

11 reps, representatives, will train.

12 Q At least that's how it was trained in this

13 video. You agree with that?

14 A This video, yes.

15 Q You would agree that the, in the scenario

16 that's being trained there, the existing alarm

17 provider already has legitimacy that the person

18 knocking on the door does not have. Correct?

19 A Can you restate the question?

20 Q Sure.

21 A I didn't understand what you're ...

22 Q Yeah. No problem. So as it relates to

23 legitimacy in approaching a home that already has an

24 alarm system or an existing alarm provider, the

25 company that that homeowner has already chose to

Page 21

1 entrust with its security already has legitimacy with

2 the homeowner. Correct?

3 MR. STEWARD: Object as to form.

4 Foundation, vague, and calls for speculation.

5 BY MR. EBLEN:

6 Q You can answer.

7 A Yeah. I, I, I don't know what the customer

8 would assume. They, they may or may not be happy or

9 very familiar with the security system or the company

10 that's providing it. You, you're asking me to make

11 some assumptions there.

12 Q Yeah. Well, I think, though, it, you would

13 agree that in order for the homeowner to initially

14 choose the alarm company that it chose, that company

15 already had to overcome the legitimacy objection

16 that's being outlined in this video. Right?

17 A Yeah. I, I don't know, again, how the

18 customer acquired the security system, when they moved

19 in it was there or -- I mean, there's a variety of

20 ways that customer could be a customer. I don't, I,

21 I, I really don't know what, what they would've done

22 to make that decision.

23 Q Well, part of what -- you would agree, part

24 of what's being trained here is that in order to get

25 to making a sale, you need to be able to ensure that

<p style="text-align: right;">Page 22</p> <p>1 you can overcome all five of those objections. Is 2 that fair? 3 A Yes. You need to overcome, you know, 4 certain customers' objections to be able to get a 5 sale. Yes. 6 Q Wouldn't you agree that the company that's 7 already being hired by the homeowner in order to gain 8 the homeowner's business would've also had to overcome 9 those same objections? 10 MR. STEWARD: Objection. Form, 11 foundation, calls for speculation, and assumes facts 12 not in evidence. 13 A Yeah. I, I apologize. I really wouldn't 14 speculate on why the customer bought with the, our, 15 our competitor. We, we train our sales 16 representatives to, you know, talk about who Vivint is 17 and the differentiating factors that bring, that 18 Vivint brings, and we, we know that customers often 19 have service providers that are other than Vivint, 20 and, but we do know that our, our service and our 21 product is far superior, and so yeah. 22 I, I don't -- again, I don't know why a 23 customer would buy with a competitor. I don't know 24 what that competitor or the, how the customer acquired 25 their system through that competitor. But again, our,</p>	<p style="text-align: right;">Page 24</p> <p>1 service from that customer, so, or from that prior 2 company. So we, we, we train our sales 3 representatives to clearly articulate who they're 4 with, that they're with Vivint, and what we're 5 providing. There's a reason we're ask, we would, and 6 we would train a sales representative to sell them 7 Vivint even though they have a, a prior, another 8 customer's product. Sorry. Another company's 9 product. So no, we would, we do not train our sales 10 representatives to infer that they're with any other 11 company if that's what you're suggesting. 12 Q No. I'm not asking if that's trained. I'm 13 -- my question is, as it relates to legitimacy and 14 overcoming this legitimacy objection, do you agree 15 that if the homeowner believes that the Vivint sales 16 rep has an affiliation with the existing alarm 17 provider that that would be one way to overcome the 18 legitimacy objection? 19 MR. STEWARD: Objection. Form, 20 foundation, calls for speculation, and assumes facts 21 not in evidence. 22 BY MR. EBLIN: 23 Q You can answer. 24 A Yeah. I'm, I'm sorry. It, it, again, 25 you've asked this question a couple different ways. I</p>
<p style="text-align: right;">Page 23</p> <p>1 our trainings, we'll focus our sales representatives 2 on what differentiates Vivint and the value of Vivint. 3 We spend a lot of money and time in innovating our 4 products and services. We hold numerous patents for 5 the products and services we have. Our sales 6 representatives are proud of, you know, the products 7 that we have, and we're very proud of, you know -- you 8 know, I, I have one, a system in my home, and I, I'm 9 very proud of what we have. 10 So I, I don't, I don't -- again, you're 11 asking me to speculate why somebody would buy a 12 competitor's product and whether they, that company's 13 more legitimate than Vivint. I, I -- maybe I'm not 14 understanding your question, but you may, maybe 15 restate it. 16 Q Do you agree that where a homeowner believes 17 that the Vivint sales representative is affiliated 18 with the homeowner's existing alarm company, that 19 would be one way for the Vivint sales rep to overcome 20 the legitimacy objection? 21 MR. STEWARD: Objection. Form. 22 Foundation. Calls for speculation. 23 A Our, we would not want the customer to 24 believe that we're with their current provider. We 25 don't believe they're being provided a very good</p>	<p style="text-align: right;">Page 25</p> <p>1 -- that is not how we would train our sales 2 representatives to approach a customer, and it would 3 not -- yeah. No. No. I do not think that is the 4 way. We do not train that way, and that is not how we 5 would approach a customer. 6 Q All right. Let me go back to the 7 spreadsheet real quick, here. 8 A Okay. 9 Q You see day 5, one of the things that's 10 trained is transitioning into the house. Are you 11 familiar with that? 12 A I don't see your screen anymore. 13 Q Oh. I apologize. I forgot to click on it. 14 How about now? 15 A That's all right. Not yet. There we go. 16 Yes. 17 Q All right. Do you see on row 268, day 5, 18 there's a training session called "Transitioning into 19 the Home"? Do you see that? 20 A Yes. Yes. 21 Q Do you agree that before a Vivint sales 22 representative goes into a customer's home that the 23 sales representative should get the customer's express 24 approval to enter the home? 25 A Yes. And that could -- yes. I believe you</p>

<p style="text-align: right;">Page 26</p> <p>1 need permission.</p> <p>2 Q All right. I'm going to go ahead and click</p> <p>3 on this one. And hold one. Let me stop my screen</p> <p>4 share, and I'll go over to the video. Okay. Can you</p> <p>5 see my browser again?</p> <p>6 A Yes.</p> <p>7 Q All right. Let me start this one over.</p> <p>8 (Video played.)</p> <p>9 BY MR. EBLEN:</p> <p>10 Q Do you agree that in that video Vivint</p> <p>11 trained to not ask the customer for express approval</p> <p>12 to get in the home?</p> <p>13 MR. STEWARD: Objection. Form.</p> <p>14 A Yeah. So through that trainings you can see</p> <p>15 he's, he's seeking to get, you know, you have express</p> <p>16 and implied consent, and so he's, he's seeking for</p> <p>17 those nonverbal cues from the customer welcoming him</p> <p>18 into the home. So we, we do not train customers --</p> <p>19 you heard him say, there, don't rush into the home,</p> <p>20 don't rush the customer. He's working for those cues</p> <p>21 to make a customer feel very comfortable with the</p> <p>22 sales representative being there, giving him a reason</p> <p>23 to be there. But yeah. We, we -- and as you heard</p> <p>24 through the training, it's very, you know, you're,</p> <p>25 you're trying to help the customer feel comfortable.</p>	<p style="text-align: right;">Page 28</p> <p>1 Q And all I'm asking is, do you think that</p> <p>2 that training is an ethical way to do door-to-door</p> <p>3 sales?</p> <p>4 MR. STEWARD: Objection. Form. Asked</p> <p>5 and answered.</p> <p>6 A Yeah. I, I think as I previously stated,</p> <p>7 the sales rep is, is -- is in that training, there,</p> <p>8 Danny's training the sales reps on how to help</p> <p>9 customers feel comfortable with that. They, there's</p> <p>10 nothing, he's not training them to lie or deceive the</p> <p>11 customer. In my opinion as I watch, I don't see where</p> <p>12 he's, would train them to deceive or lie to the</p> <p>13 customer.</p> <p>14 Q Okay. So you think that video trains an</p> <p>15 ethical sales practice. Correct?</p> <p>16 A Yeah. I think the, in the training Danny's</p> <p>17 explained one way to help customers open up their home</p> <p>18 and welcome you into the home.</p> <p>19 Q Is Danny -- is he still with Vivint?</p> <p>20 A Danny is still with Vivint. He's no longer</p> <p>21 a manager. He's, he, he moved to, away from his main</p> <p>22 hub, and he doesn't, he no longer manages, but he</p> <p>23 still does sale ...</p> <p>24 Q Was he a manager or regional manager?</p> <p>25 MR. STEWARD: -- form. Foundation.</p>
<p style="text-align: right;">Page 27</p> <p>1 Right? And that can come through express and implied</p> <p>2 consent.</p> <p>3 Q And using the different terms that you did,</p> <p>4 you would agree that this gentleman in the Vivint</p> <p>5 training video trains not to seek express verbal</p> <p>6 consent. Correct?</p> <p>7 MR. STEWARD: Objection. Form.</p> <p>8 A I mean, we both watched the same video.</p> <p>9 He's, he's training the customer or training the sales</p> <p>10 reps to again get, help the customer feel comfortable</p> <p>11 with you being on their doorstep and in the home and</p> <p>12 giving you a reason why. He's, you know, again,</p> <p>13 you're looking for verbal and nonverbal cues of that.</p> <p>14 Q Do you think there's anything dishonest or</p> <p>15 unethical about that training video?</p> <p>16 A Yeah. As you watch the training video, like</p> <p>17 I said, it's, he's, you know, they're, we're, he's</p> <p>18 trained not to. You don't want the customer to feel</p> <p>19 uncomfortable. We're not lying about why we're there.</p> <p>20 We're not, we're, we're telling them honestly why</p> <p>21 we're there. He's talking about the security system,</p> <p>22 where you want to put the sensors. And so he's giving</p> <p>23 the customer a reason to say, an opportunity to say no</p> <p>24 but also a reason for him to be in the home and</p> <p>25 explain that to the customer.</p>	<p style="text-align: right;">Page 29</p> <p>1 MR. HANSEN: -- Josh needs to plug into</p> <p>2 power for a second.</p> <p>3 MR. EBLEN: Oh.</p> <p>4 THE WITNESS: I apologize.</p> <p>5 MR. EBLEN: Yeah. No problem.</p> <p>6 THE WITNESS: We're good. Charlie,</p> <p>7 could you say that question one more time, sir?</p> <p>8 BY MR. EBLEN:</p> <p>9 Q Yeah. No problem. Was Danny a regional</p> <p>10 manager or a manager?</p> <p>11 MR. STEWARD: And I -- my objections.</p> <p>12 Form, foundation, and just vague as to time frame.</p> <p>13 A Yeah. I, I don't recall the exact date on</p> <p>14 that video, but Danny has not been a regional manager</p> <p>15 for Vivint.</p> <p>16 Q And the video that we watched, like that</p> <p>17 whole series, is an approved Vivint sales video.</p> <p>18 Correct?</p> <p>19 A Yes.</p> <p>20 Q All right. I'm going to go share my screen</p> <p>21 one more time. As I'm in the process of doing that,</p> <p>22 you agree that sales managers and regional managers</p> <p>23 have influence over how their sales reps sell.</p> <p>24 Correct?</p> <p>25 A Yes. Our sales managers and sales regionals</p>

Page 30

1 do.

2 Q And you agree that Vivint's sales

3 representatives look up to and emulate successful

4 managers and regional managers?

5 MR. STEWARD: Objection. Form.

6 Foundation. Calls for speculation as well.

7 A Yeah -- yeah. I would say you're, you're

8 asking me to speculate on, on what, you know, our

9 specific sales representatives do, but we, we have a

10 variety of sales -- trainings -- different, different

11 methods, so there's a variety of content we provide.

12 Q You agree Vivint trains sales

13 representatives to not reinvent the wheel and use the

14 sales models that have proven successful for more

15 senior managers?

16 MR. STEWARD: Objection. Form,

17 foundation, and vague.

18 A So I, I've, you've watched, it looks like a

19 -- a lot of our videos. We do have a base, you know,

20 set of trainings that we provide. We have certain

21 required trainings as well, so we have a foundation

22 that we train all sales representatives to follow, and

23 I think you have access to our required trainings.

24 Q All right. And you see the spreadsheet

25 again, Mr. Crittenden?

Page 31

1 A Yes, sir.

2 Q Okay. I'm going to -- I'm on row 257. Do

3 you see that? "Integrity in Presenting". Day 16.

4 A Yes.

5 Q All right. And I'm going to take that down.

6 A Sure.

7 Q And I'll share my browser again. All right.

8 Can you see my browser again?

9 A Yep. Just -- there we go.

10 Q All right. I'm going to go ahead and -- I'm

11 not going to play all of this one. I'm going to play

12 a chunk of it and ask you a couple questions.

13 (Video played.)

14 BY MR. EBLN:

15 Q All right. So we watched about two minutes

16 of that video on integrity. Did you hear that last

17 quote? "How you do one thing is how you do

18 everything."

19 A Yes.

20 Q Is that a motto that you've heard before at

21 Vivint?

22 A Yeah. I've heard that before. Yes.

23 Q And that's in other training videos as well.

24 Right?

25 MR. STEWARD: Objection. Form.

Page 32

1 Foundation.

2 BY MR. EBLN:

3 Q You can answer.

4 A Yeah. I haven't gone through every, every

5 training video, but I would, I actually couldn't tell

6 you what one but it, I've heard that often. Yes.

7 Q Do you believe that's true?

8 MR. STEWARD: Objection. Form.

9 A I, I, it, it's one of those cliché sayings,

10 and I, I think it sounds good. I, I think it's a,

11 there's a principle behind it that's kind of teaching

12 people to, like -- the, the little things matter is --

13 kind of the principle behind it.

14 Q Do you think that that motto also holds true

15 for people who choose not to sell the right way?

16 MR. STEWARD: Objection. Form.

17 A I -- you're ask, you're asking for an

18 assumption on that. I, I, I don't know all aspects of

19 each individual's lives. I, I'm not sure where you're

20 going with that one.

21 Q Do you agree that it would be reasonable to

22 believe that sales representatives who got caught

23 engaging in some sort of a deceptive sales practice,

24 that that was not the first time or only time that the

25 representative behaved in that manner?

Page 33

1 MR. STEWARD: Objection. Form.

2 Foundation. Calls for speculation.

3 A Yeah. I mean, so you would be kind of

4 speculating on a lot of assumptions there. I think if

5 you have a specific case or situation, we could, we

6 could -- this -- speak to a specific. But ...

7 Q Do you agree that if you applied the motto

8 "how you do one thing is how you do everything"

9 literally that for those sales representatives who

10 were known to have a history of deceptive sales

11 practices, that they probably do it often?

12 MR. STEWARD: Objection. Form.

13 Foundation. Calls for speculation.

14 A Yeah. I, I -- this is, I mean, it is not a

15 literal statement. I think, again, the principle

16 behind it is that little, the little things matter and

17 to kind of -- you -- I mean, you heard a lot of -- he

18 had a lot of other sayings in there on, you know,

19 integrity and building trust with the customer and,

20 and speaking honestly and trustworthy. So -- but no,

21 I do not think it's a literal statement, and I don't

22 think ever, you know, customer or a sales rep can be,

23 like, classified or characterized by one thing they

24 did.

25 Q Did --

Page 34

1 A Again --

2 Q Go ahead.

3 A I'll just say if you have a specific sales

4 rep or question, we could maybe speak to that.

5 Q Does Vivint agree with the Mark Twain quote

6 that was read at the start of that training session?

7 MR. STEWARD: Objection. Form.

8 A What was the quote?

9 Q It was about if you tell the truth, then you

10 don't have anything to remember.

11 A Yeah. I think that's a, you know, more --

12 what Mark Twain's referencing is you wouldn't have to

13 remember why, specifically, and so it's, think it's a

14 good motto to, motto. I like that.

15 Q All right. I'm going to share my screen.

16 While I'm doing this, have you, in your role, ever had

17 any involvement in investigating whether sales

18 representatives commit deceptive sales practices?

19 MR. STEWARD: Object as to form. And,

20 Charlie, you -- 30(b)(6) notice, as you know, defines

21 deceptive sales practices very specifically, and I

22 think in fairness you need to ask this witness or

23 inform this witness if you're referring to that

24 definition.

25 MR. EBLEN: You know what? Why don't I

Page 35

1 -- I'll back up and ask a different question.

2 BY MR. EBLEN:

3 Q Mr. Crittenden, you're aware that Vivint

4 has a code of ethics and a code of compliance. Right?

5 A Yes.

6 Q Have you ever been involved, in your role,

7 in investigating whether or not sales representatives

8 have violated Vivint's code of ethics or code of

9 compliance?

10 A Yes. Primarily investigations like that are

11 done by our compliance team, but they will often ask

12 questions and, about a specific sales rep or how

13 difference, you know, the sales transactions and our

14 sales tools or about their character. And so I, I've

15 been involved in some of those. But again, the

16 investigations are done and handled by our compliance

17 team.

18 Q Have you ever recommended the termination of

19 any sales representative for a deceptive sales

20 practice or compliance violation?

21 MR. STEWARD: Objection. Form,

22 compound, and vague as to deceptive sales practice.

23 A If you're asking if I've ever recommended

24 that we terminate a sales rep, yes, we have. I

25 personally have. Yes.

Page 36

1 Q Okay. Any names that you can think of?

2 A None, none off the top of my head and would

3 want to make sure it's pertinent to this situation

4 before I use any names.

5 Q Could you give me just an estimate, in your

6 recollection, of how many you've recommended the

7 termination of in your tenure at Vivint?

8 A Honestly I, I'd be guessing off the top of

9 my head. It, I, I don't have a number off the top of

10 my head. I apologize.

11 Q No problem. But could you provide any

12 estimate? Is it more than a hundred?

13 A No. I do not believe it would be more than

14 a hundred.

15 Q More than a dozen?

16 A Yes.

17 Q More than 50?

18 A Yeah. Probably around, you know, I've been

19 here ten, been five years -- probably five to ten

20 years. But again, our, these investigations are

21 handled by our compliance team. They go through

22 those, and they primarily handle that -- occasionally

23 they, you know, come to me before it gets to them, and

24 I'll, I'll send the investigation to them to make sure

25 that there is a proper and thorough investigation of

Page 37

1 the sales rep and, and, or actually the practice

2 they're investigating.

3 Q All right. I'm now looking at rows 503 to

4 510.

5 A Okay.

6 Q Are you familiar with that particular sales

7 manager, Otto Zelaya?

8 A I'm familiar with him. He no longer is a

9 sales representative of ours.

10 Q When did he leave?

11 A I do not know the date off the top of my

12 head.

13 Q He was a manager. Correct?

14 A I believe he was a, a manager with us. I

15 believe he was.

16 Q And it would appear from the spreadsheet

17 that was produced that he taught sales training

18 courses at Vivint. Correct?

19 A Yes. It looks, looks like it's quite a

20 while ago, but based on how the spreadsheet's been

21 organized I believe that would be a few years, a few

22 years ago.

23 Q Was Mr. Zelaya terminated for compliance or

24 code of ethics violations?

25 MR. STEWARD: Objection. Form.

<p style="text-align: right;">Page 38</p> <p>1 Foundation.</p> <p>2 A I'm not familiar with the conditions around</p> <p>3 his termination.</p> <p>4 Q In your role were you aware that Mr. Zelaya</p> <p>5 had problems with code of ethics or compliance</p> <p>6 violations?</p> <p>7 A Like I said earlier, I, I, I'm not familiar</p> <p>8 with the, his termination and his departure. He, it</p> <p>9 was a number of years ago. Was in a different role at</p> <p>10 that time.</p> <p>11 Q All right. If you go down on the</p> <p>12 spreadsheet to 519, do you see where it says "Jason</p> <p>13 Newby full sale"?</p> <p>14 A Yes.</p> <p>15 Q And Jason Newby, you know, was a regional</p> <p>16 manager at Vivint. Right?</p> <p>17 A Yes. Jason Newby had two or three teams</p> <p>18 that he did manage.</p> <p>19 Q And Mr. Newby was terminated from Vivint in</p> <p>20 2020 for deceptive sales practices. Correct?</p> <p>21 MR. STEWARD: Objection. Form.</p> <p>22 Foundation.</p> <p>23 A That is correct. He was terminated for</p> <p>24 cause.</p> <p>25 Q Do you agree that the folks who are used to</p>	<p style="text-align: right;">Page 40</p> <p>1 previously, if we acknowledge of this, you know,</p> <p>2 compliance-related issues with the sales</p> <p>3 representative or leader, we would not have them do</p> <p>4 trainings, and that we would be public -- public or,</p> <p>5 or recorded. And again, all actions that we get</p> <p>6 reported, our compliance team reviews those and, and</p> <p>7 deems appropriate, you know, actions.</p> <p>8 Q All right.</p> <p>9 A Applies those.</p> <p>10 Q Do you see row 523? There's a video called</p> <p>11 "The Porsche Incentive". What was that?</p> <p>12 A It looks like it was filmed a while ago. I,</p> <p>13 I do not recall, but I do know we'll do different</p> <p>14 incentives that will give, provide a sales</p> <p>15 representative a lease to a car.</p> <p>16 Q All right. So do you believe in this</p> <p>17 instance "The Porsche Incentive" related to a sales</p> <p>18 incentive that would provide a Porsche lease to the</p> <p>19 sales representative that won the contest?</p> <p>20 MR. STEWARD: Objection. Form.</p> <p>21 Foundation. Calls for speculation.</p> <p>22 A I wouldn't want to speculate without</p> <p>23 watching the video, but again, I can't recall every</p> <p>24 video that we've created.</p> <p>25 Q But again, as with all of these links that</p>
<p style="text-align: right;">Page 39</p> <p>1 train other Vivint sales representatives through these</p> <p>2 videos are people that sales representatives would</p> <p>3 look up to?</p> <p>4 MR. STEWARD: Objection. Form. Calls</p> <p>5 for speculation.</p> <p>6 A As you see, as you've gone through our</p> <p>7 trainings, we have a, a large number and variety of</p> <p>8 sales reps that we use in our trainings, and at, you</p> <p>9 know, we do our best to make sure that they have good</p> <p>10 sales practices and behaviors. At the point of us</p> <p>11 doing this, we, there is a review process they go</p> <p>12 through. We can't predict what they would do after</p> <p>13 the fact or anything that we haven't seen, so it's,</p> <p>14 it's not unreasonable that you would have somebody</p> <p>15 that later, down the road, may commit some, commit</p> <p>16 something that would be "terminationable" or fireable,</p> <p>17 and you're correct. You're -- Jason Newby was</p> <p>18 terminated for cause subsequent to this filming of</p> <p>19 this training.</p> <p>20 Q Do you agree that it sets a bad example for</p> <p>21 younger sales representatives to have a regional</p> <p>22 manager in training videos who has had problems with</p> <p>23 compliance or deceptive sales practices?</p> <p>24 MR. STEWARD: Objection. Form.</p> <p>25 A Yes. And, and again, like I, I stated</p>	<p style="text-align: right;">Page 41</p> <p>1 were provided in litigation through counsel, you don't</p> <p>2 doubt that any of the videos that are contained in</p> <p>3 this spreadsheet through the hyperlinks are official</p> <p>4 training videos of Vivint. Correct?</p> <p>5 MR. STEWARD: Objection. Form.</p> <p>6 Foundation.</p> <p>7 A I don't have reason to believe that they</p> <p>8 were.</p> <p>9 Q It looks like you've been involved in some</p> <p>10 of the training. I see 5/28, 5/29, there's buyouts</p> <p>11 and Fortiva training. Correct?</p> <p>12 A Yes. Occasional. Yes.</p> <p>13 Q Were you also in a video mountain biking and</p> <p>14 your knee got real torn up?</p> <p>15 A Yes.</p> <p>16 Q Have you healed up from that?</p> <p>17 A Kind of. I'm getting a, I'm getting back.</p> <p>18 Q Okay. What is Fortiva?</p> <p>19 A Fortiva is one of our financing partners.</p> <p>20 Q Is Fortiva still a financing partner?</p> <p>21 A Yes.</p> <p>22 Q And when you say financing partner, Fortiva</p> <p>23 provides direct to consumer loans for the cost of the</p> <p>24 equipment. Is that right?</p> <p>25 A Yes.</p>

<p style="text-align: right;">Page 42</p> <p>1 Q And that's the same thing that Citizens One</p> <p>2 Bank also does. Is that correct?</p> <p>3 A Yes. That's correct.</p> <p>4 Q Is there any type of compensation that</p> <p>5 Vivint sales managers or representatives receive that</p> <p>6 would not be reported on Vivint pay stubs?</p> <p>7 MR. STEWARD: Objection. Form.</p> <p>8 Foundation. Calls for speculation and beyond the</p> <p>9 scope of the 30(b)(6) notice.</p> <p>10 A You're, you're asking me, is there any</p> <p>11 compensation that is not reported on their pay stubs.</p> <p>12 So I, I do not, you know, report our sales</p> <p>13 representatives' pay stubs. I do not know how they</p> <p>14 come up with those numbers. I would assume that it</p> <p>15 does include all of their compensation.</p> <p>16 Q All right. I'm going to stop sharing this</p> <p>17 screen and switch to some other documents. Give me</p> <p>18 just a second, here.</p> <p>19 UNIDENTIFIED SPEAKER 1: Is this a good</p> <p>20 time to take a break?</p> <p>21 MR. EBLEN: Yeah. That's fine. You</p> <p>22 want to take five minutes?</p> <p>23 UNIDENTIFIED SPEAKER 2: Yeah.</p> <p>24 UNIDENTIFIED SPEAKER: 1: Yeah.</p> <p>25 UNIDENTIFIED SPEAKER 2: Come back in</p>	<p style="text-align: right;">Page 44</p> <p>1 Q Okay. And just to identify it for the</p> <p>2 record, we've marked this as Plaintiff's Trial Exhibit</p> <p>3 245. It's also marked Vivint 3660. Do you know what</p> <p>4 type of document this is?</p> <p>5 (Exhibit Plaintiff's 245 was marked for</p> <p>6 identification.)</p> <p>7 MR. STEWARD: In fairness, if you could</p> <p>8 kind of show it to him in a way he can at least scan</p> <p>9 it, Charlie.</p> <p>10 MR. EBLEN: Yeah. Sure.</p> <p>11 MR. STEWARD: It's not all on one page.</p> <p>12 MR. EBLEN: Yeah. I'll go through it</p> <p>13 slowly.</p> <p>14 BY MR. EBLEN:</p> <p>15 Q Are you able to see the top of a page at</p> <p>16 this point, Mr. Crittenden?</p> <p>17 A Yes. Yes, I can. Yes.</p> <p>18 Q All right. Scroll about halfway down and</p> <p>19 see if you can see the rest of it. To me this appears</p> <p>20 to be some type of internal Vivint news article</p> <p>21 related to a sales competition. Is that right?</p> <p>22 A Yes.</p> <p>23 Q And where are these articles accessible</p> <p>24 within Vivint's databases?</p> <p>25 A Yeah, so these are posted on what's called</p>
<p style="text-align: right;">Page 43</p> <p>1 five. Thanks.</p> <p>2 MR. EBLEN: Okay.</p> <p>3 (Off the record.)</p> <p>4 THE WITNESS: Been recovering from a</p> <p>5 cold so been taking some cough drops and water. So</p> <p>6 ...</p> <p>7 MR. EBLEN: No worries.</p> <p>8 MR. STEWARD: Hey, Charlie, can we just</p> <p>9 clarify something? On the spreadsheet you asked him</p> <p>10 about -- it has the 615 entries. I think you asked</p> <p>11 him if those were all training videos, and he agreed</p> <p>12 with you, but I don't think that's accurate. I think</p> <p>13 there certainly are training videos on the</p> <p>14 spreadsheet, but I think it includes other videos. So</p> <p>15 if we could just clean that bit up, that would be, I</p> <p>16 would appreciate it.</p> <p>17 MR. EBLEN: Yeah. Let me -- I'll come</p> <p>18 back to that. Let me go where my head is real quick,</p> <p>19 and I'll get back to ...</p> <p>20 MR. STEWARD: Okay.</p> <p>21 BY MR. EBLEN:</p> <p>22 Q All right. I'm going to share my screen</p> <p>23 with you, Mr. Crittenden. Are you able to see this</p> <p>24 document okay?</p> <p>25 A Yes.</p>	<p style="text-align: right;">Page 45</p> <p>1 the Insider. Insider's a internal website that reps,</p> <p>2 representatives have to access with their Vivint login</p> <p>3 and credentials, and we post a variety of things on</p> <p>4 there. This is, this would be one posted on there.</p> <p>5 Like you said, kind of, you know, internally written,</p> <p>6 kind of a news article if you will, reviewing a, one</p> <p>7 of our preseason competitions is what it appears to</p> <p>8 be.</p> <p>9 Q And where it says, up at the top, upper</p> <p>10 right-hand corner there, it says "corporate everyone</p> <p>11 sales". Do you see that?</p> <p>12 A Yes.</p> <p>13 Q Does that mean that everybody within the</p> <p>14 sales department at Vivint would have access to these</p> <p>15 articles, at least during the time frame in which</p> <p>16 they're run?</p> <p>17 A I believe so.</p> <p>18 Q And so one of the purposes of these types of</p> <p>19 articles that update about sales competitions and</p> <p>20 things would be to promote the success of</p> <p>21 representatives who have done well in the</p> <p>22 competitions. Is that accurate?</p> <p>23 A Yeah. It reviews, you know, who competed,</p> <p>24 and typically it gives a little, little bit of a</p> <p>25 highlight on what happened.</p>

Page 46

1 Q Do you know Josh Coen?

2 A I'm familiar with Josh Coen. Yes.

3 Q A former regional manager of Vivint. Right?

4 A Josh Coen was a manager. I don't believe he

5 ever hit regional status, and I think, I think he had

6 a team that he managed while he was with us, but I

7 don't ...

8 Q Is Gunnar -- oh, sorry. Are you finished?

9 A Yeah. No, I'm fine.

10 Q Is Gunnar Thorderson or however you

11 pronounce that, is he still with Vivint?

12 A I do not, I don't believe so. Like, I'd

13 have to, have to check our system --

14 Q And Mr. Coen was terminated for deceptive

15 sales practices. Correct?

16 MR. STEWARD: Objection. Form.

17 A I'm not familiar with all of the details

18 around his termination. Again, as I stated before,

19 our compliance team handles those and does those

20 investigations and terminations, so I'm not familiar

21 with the specific details of his, of his termination.

22 I do know, like you stated, he was terminated for

23 cause.

24 Q Okay. Got you. All right. I'm going to go

25 to P 246. Can you see that okay?

Page 47

1 (Exhibit Plaintiff's 246 was marked for

2 identification.)

3 A I can. Yes.

4 Q And it's essentially the same format as the

5 last article we looked at. Correct?

6 A Yes.

7 Q And does the content of this also appear to

8 be reporting who's doing well in the Valentine's Day

9 championship?

10 A Yes. That is what it appears to be.

11 Q And it speaks again to Mr. Coen. Right?

12 A Yes. That's what it looks like.

13 Q Some of these names at the top, Tristan

14 Pears. Are you familiar with Mr. Pears?

15 A Yes.

16 Q Is he still with Vivint?

17 A Yes. He is.

18 Q Trey Dougher. Are you familiar with Mr.

19 Dougher?

20 A Yes.

21 Q He was terminated for cause. Correct?

22 A Correct.

23 Q Colton Ramon, terminated for cause.

24 Correct?

25 A I believe Colton was.

Page 48

1 Q Was Josh Adams -- is he still with Vivint?

2 A I, I'm familiar with the name. I do not

3 believe he's with us, but I'd have to check our

4 records to verify.

5 Q Do you know if he was terminated for cause?

6 A Like I said, I don't, I'd have to check our

7 records to see if he is or is still with Vivint or

8 terminated. I don't, I can't recall everyone that's

9 been terminated.

10 Q The name Ogletree down here in the second to

11 last paragraph, he was terminated for cause. Right?

12 A We've had a sales representative with the

13 last name of Ogletree work for us. Yes. And I

14 believe he was terminated for cause.

15 Q Same with Kurtis Kunz?

16 A Kurtis Kunz I'm not as familiar with. I

17 couldn't tell you.

18 Q All right. Let me go to -- this is

19 Plaintiff's Exhibit 247. Do you see this one?

20 (Exhibit Plaintiff's 247 was marked for

21 identification.)

22 A Yes.

23 Q And it looks like it's available to the same

24 audience on Vivint's internal website. Is that fair?

25 A Yes.

Page 49

1 Q And if you go down to the bottom of this --

2 well, actually, first, this is dated June 8, 2020.

3 Right?

4 A Yes. That is what it appears.

5 Q Do you know Mr. Brandon McGrew?

6 A I do not know him personally. No.

7 Q Do you see the second to the last question

8 in what appears to be an interview with him, what his

9 goals are at Vivint? Do you see that?

10 A The second to last question? Yeah.

11 Q Yes. And the last thing that he says in

12 response to that question is that he wants to be the

13 next Jordan Binning. Do you see that?

14 A I can see that. Yes.

15 Q And Mr. Binning was a highly successful

16 sales representative who was fired for cause twice.

17 Correct?

18 MR. STEWARD: Objection. Form.

19 Foundation.

20 A Jordan Binning did work for us, yes, and he

21 was terminated for cause.

22 Q And before he left he had the largest

23 regional sales group at Vivint. Correct?

24 MR. STEWARD: Objection. Form.

25 Foundation.

Page 50

1 A There were several similar size. He, he
2 had, he had a large group that he did lead. Yes.
3 Q All right. Let me show you one more
4 document. This one's a little bit different. I'll
5 scroll through this one, and this is a multi-page,
6 this is a six-page document, but it looks like, at
7 least from the title, it's a 2018 competitions rule
8 book. Are you familiar, generally, with that type of
9 document?
10 A Yes.
11 Q All right. And just for the record this is
12 Plaintiff's Trial Exhibit 211. And I don't have a lot
13 of specific questions, but it looks like the last two
14 pages list out a series of competitions. One is "The
15 Tour". Do you see that?
16 (Exhibit Plaintiff's 211 was marked for
17 identification.)
18 A Yes. Yeah. You, you kind of skipped
19 through it quickly, so I don't know everything we've
20 missed there, but yes. I see what you're looking at.
21 Q Is "The Tour", based on your experience at
22 Vivint, is that a competition that Vivint holds every
23 year?
24 A I mean, we, we'll change the names of these
25 tournaments and competitions often, and I don't

Page 51

1 believe we run that more than one year. I think that
2 was one year that we ran that.
3 Q And there it says that the top competition
4 purse is between 10,000 and 30,000 dollars. Right?
5 A Yes. I can see that.
6 Q And then there's one called "Pickup Games".
7 Do you see that?
8 A Yeah. As you read these, just as I'm -- I'm
9 not familiar with -- you've probably read this closer
10 than I have, here. It's been a while for me -- but
11 what you may note is when you see dollar amounts on
12 these competitions, they are, more often than not they
13 are prizes that are, equate to that value instead of a
14 cash prize. So there's a variety of ways that these
15 prizes are fulfilled.
16 Q Let me ask this: "The Cup," I understand, is
17 a competition Vivint has done every year for quite
18 some time. Is that right?
19 A Yes.
20 THE WITNESS: It's not COVID, Charles.
21 I'm, I tested.
22 MR. EBLIN: I hope not.
23 THE WITNESS: And I don't think it can
24 go through this, here.
25 MR. EBLIN: No. I --

Page 52

1 THE WITNESS: I don't know everything
2 about COVID yet. I'm still learning.
3 MR. EBLIN: I think we're safe. Just
4 as long as you don't give COVID to any more of my
5 Chiefs players before the game tonight.
6 MR. STEWARD: Go ahead.
7 THE WITNESS: I'm so sorry.
8 MR. STEWARD: No. Take a minute, Josh,
9 and --
10 MR. EBLIN: -- yeah. Are you good? Or
11 do you need a break?
12 THE WITNESS: I'm good. I got a cough
13 drop and some water.
14 MR. EBLIN: Okay.
15 THE WITNESS: And you were asking about
16 the --
17 BY MR. EBLIN:
18 Q Yeah. Is the "Premier League [ph]" one that
19 Vivint holds annually?
20 A Yes.
21 Q What about "Viper"?
22 A Yes. That's one we ran for a few -- all --
23 those three are, are kind of -- they're ones we've ran
24 for a few years. Yes. And --
25 Q "Thirty Days to Pro"? Is that an annual

Page 53

1 event?
2 A Yes.
3 Q And then these, each section then generally
4 sets out some of the rules and the prizes that can be
5 won for the competitions. Is that fair?
6 A Yes. That's what it looks like.
7 Q In your position as a vice president of
8 sales, if you wanted to know how much money Vivint was
9 bringing in by an individual state, would you have
10 access to that?
11 MR. STEWARD: Objection. Form.
12 Foundation.
13 A How, how much money Vivint is collecting
14 from customers in specific state? Is that your
15 question?
16 Q Correct. Yes. Correct.
17 A I, I've never looked at that. I, I imagine
18 if I, if I needed that, and I could, I could access
19 that. I, I've never accessed that or looked at the
20 business that way.
21 Q If you wanted to undertake that task of,
22 say, finding how much money Vivint was bringing in, in
23 a specific state, where within Vivint's information
24 would you look?
25 MR. STEWARD: Objection. Form.

Page 54

1 Foundation. Misstates testimony. Vague as to
 2 bringing money in, and I caution the witness not to
 3 speculate. If he doesn't have knowledge, he doesn't
 4 have knowledge.
 5 BY MR. EBLEN:
 6 Q Go ahead.
 7 MR. STEWARD: If you want to re-ask it,
 8 I mean --
 9 MR. EBLEN: Sure. Yeah.
 10 MR. STEWARD: Bringing money in.
 11 MR. EBLEN: Sure.
 12 BY MR. EBLEN:
 13 Q If Vivint, in terms of all of the customer
 14 recurring revenue that was being paid by customers in
 15 a specific state, where would you look within Vivint's
 16 recordkeeping or databases to try and find that
 17 information?
 18 MR. STEWARD: Objection. Form,
 19 foundation, and vague. I mean, that's a -- so now
 20 you're asking recurring? I don't understand what you
 21 mean by recurring.
 22 MR. EBLEN: Yeah.
 23 BY MR. EBLEN:
 24 Q All of the -- I'm just asking, if Vivint
 25 wanted to find out all of the money in a given year

Page 55

1 that was being brought in by customers in a given
 2 state, where would you look to find that information?
 3 MR. STEWARD: Okay. Objection. Form,
 4 foundation, and goes beyond the scope of what this
 5 witness was noticed for.
 6 If you know and you have knowledge, let
 7 him know. If you don't, let him know that as well.
 8 A Like I said, I, that's not how I look at the
 9 business. Yeah. I, I don't know where I would go to
 10 get that information. I would imagine our accounting
 11 and finance teams could have access to that. That's
 12 not something I've ever looked at or would see need
 13 for my current role.
 14 Q The document that we just looked at, is
 15 there something, like, in form, is there a document
 16 like that that's generated every year that describes
 17 the various competitions that take place?
 18 A Yeah. I don't know where that specific
 19 document came from. It looked, looked somewhat
 20 familiar. It could be gathered from a few different
 21 sources, but we do lay out our competitions that we
 22 have for the upcoming season, the time, time frame
 23 those are participated in. So yes. In some form or
 24 fashion we lay that out.
 25 Q Do you train -- or actually let me start

Page 56

1 that question over.
 2 In your role are you responsible for
 3 overseeing that the Vivint sales force, so regional
 4 managers and managers, comply with Vivint's rules as
 5 far as social media use to recruit new sales
 6 representatives?
 7 A We do have a social media policy that we do,
 8 that we communicate out to our sales force. We have,
 9 as we've stated, thousands of sales representatives.
 10 It's very difficult to know what's being posted or how
 11 it's being posted. So it's, it's difficult to
 12 monitor. We do have certain things that get flagged,
 13 but we, we have a policy that's communicated clearly
 14 out to the sales force on social media and how to use
 15 that.
 16 Q Do you agree that one of the ways Vivint
 17 managers recruit new sales people is to boast about
 18 how much money they make?
 19 MR. STEWARD: Objection. Form. Calls
 20 for speculation.
 21 BY MR. EBLEN:
 22 Q Have you ever seen that in social media or
 23 otherwise?
 24 A You, you asked, is that one of the ways --
 25 I, I -- our sales reps have variety of ways that they

Page 57

1 recruit. That's not the primary way we recruit. When
 2 sales representatives talk about the pay scale and how
 3 the, the earning opportunity would be, that's
 4 certainly a part of the conversation as with any job.
 5 You talk about the compensation, earning opportunity.
 6 When you say most of the, the earning
 7 opportunity, I, I don't know, you know, what you're
 8 referring to or speculating there, but again, we
 9 would, do train our sales representatives to clearly
 10 describe to -- force and as they recruit reps how the
 11 compensation works and, and, and what that opportunity
 12 looks like. That is part of the recruiting process.
 13 Yes.
 14 Q Do you agree that part of the recruiting
 15 process involves advertising a flashy lifestyle that
 16 they could live working with Vivint?
 17 MR. STEWARD: Objection. Form.
 18 Foundation.
 19 A You say flash, a flashing style? I don't --
 20 Q Yes.
 21 A -- know what you're -- with that.
 22 Q A lavish lifestyle. One doing, you know,
 23 fancy things. Fancy cars. Do you agree that that is
 24 part of what is advertised in the recruiting process
 25 to get new Vivint sales reps?

Page 58

1 A When, when you say advertise, we, we don't,
 2 we don't do paid advertisements to recruit. We, our
 3 sales managers often recruit on college campuses or
 4 inside their personal networks and circles of
 5 influence, so there's not a, there's not a, any paid
 6 advertisements that the company sends out.
 7 Q All right. I'm going to share my screen
 8 with you real quick. Mr. Crittenden, you're on
 9 Facebook. Right?
 10 A Yes.
 11 Q Okay. Does this look like your Facebook
 12 profile?
 13 A Yes.
 14 Q All right. And you know that one of the
 15 things that Facebook tracks are your, people who are
 16 your friends. Correct?
 17 A Yes.
 18 Q And you're friends with Josh Coen. Right?
 19 A That appears to be so. Yes.
 20 Q You've met Josh Coen. Correct?
 21 A Yes.
 22 Q And does that look to you like Josh Coen?
 23 A Yes. That does look, that is, that looks
 24 like the Josh Coen that worked for Vivint. Yes.
 25 Q Okay. I'd like to ask you just a few

Page 59

1 questions about some of his posts related to
 2 recruiting.
 3 A Okay.
 4 Q To find out whether or not you deem them to
 5 be consistent with what Vivint allows its managers to
 6 use to market to new recruits. So --
 7 MR. STEWARD: Charlie, what does this
 8 possibly have to do with CPIs claims? I mean, you got
 9 to be kidding me. This is --
 10 MR. EBLN: Well, I'm --
 11 MR. STEWARD: -- this is what you're,
 12 this is how you want to spend the time?
 13 MR. EBLN: I don't have much left, so
 14 yeah. This is. I mean, we can disagree
 15 philosophically on this, and I'm sure you'll seek to
 16 keep it out. But ...
 17 MR. STEWARD: Well, it's more, you
 18 know, witnesses have rights to not have their time
 19 wasted and being harassed through --
 20 MR. EBLN: I'm not -- no. I'm not
 21 harassing him, and I'm not wasting his time.
 22 MR. STEWARD: Well, you are in the
 23 sense that it bears absolutely no relationship to CPIs
 24 allegations, but go ahead.
 25 MR. EBLN: All right. Okay.

Page 60

1 BY MR. EBLN:
 2 Q I'm getting to --
 3 A You, you've, you've probably now spent more
 4 time on my Facebook than I have. I'm not on social
 5 media very often. I will accept friend requests when
 6 they come across and, you know, give them my position.
 7 A lot of our sales rep force have requested being a
 8 friend on Facebook. Yeah. I, I do not have a lot of
 9 time on social media. So --
 10 Q No. I --
 11 A You, you've probably --
 12 Q I --
 13 A -- more than I have.
 14 Q I appreciate that. So okay. So I'm looking
 15 at a post from Josh Coen on November 9, 2019. It's
 16 about a guy name Nolan Detlefson. Do you know who
 17 Nolan Detlefson is?
 18 A Yes. I do.
 19 Q Okay. And have you met him before?
 20 A I have. Yes.
 21 Q And does that look like Mr. Detlefson
 22 standing by -- I don't know if that's a Lamborghini or
 23 a Ferrari with a Vivint shirt on.
 24 A It's kind of small on my screen. It, it
 25 appears to be. Again, I cannot, can't tell, quite.

Page 61

1 It's a, it's kind of small. I, and I'm not familiar
 2 with every detail of the case here that we're
 3 discussing, but I am confused at how this would relate
 4 to the CPI case. If you could tie that together, that
 5 would help.
 6 Q No. I appreciate your position there. And
 7 my question is simply, is this the kind of marketing
 8 from sales managers that Vivint condones as a company?
 9 MR. STEWARD: Objection. Form.
 10 Assumes facts not in evidence. Foundation.
 11 A I have -- you, you, you scrolled through a
 12 long list of posts he's made here. I haven't read
 13 every one. And it's a picture of a, a person by a
 14 car. I, I don't, I, I really struggle to know what
 15 you're asking for. We do have a social media policy.
 16 Our counsel can provide that to you if you deem that
 17 important for the case, here. They can, they can
 18 review that for you. But I -- not, not following the
 19 question or the pertinence here.
 20 Q Yeah. No. I appreciate that. But I'm
 21 just, I'm asking you if a post like this where he's
 22 wearing a Vivint shirt and Josh Coen is describing his
 23 success, is that something that Vivint would authorize
 24 individual managers to do to recruit new sales people?
 25 MR. STEWARD: Objection. Form.

Page 62

1 Foundation. Mischaracterizes the evidence.
2 A Yeah. So again, happy to provide you our
3 social media policy. We have thousands of sales
4 representatives and cannot control what they post or
5 how they post and do, do not have any guidance
6 instructing sales representatives to post anything
7 like this. This is not part of our recruiting
8 trainings.
9 Q All right. What type of sales tracking
10 software do you use to evaluate sales rep performance?
11 MR. STEWARD: Objection. Form.
12 Foundation.
13 A Type of software?
14 Q Yes. What program?
15 A So Insider is the website that reports the
16 data, and that, there's a page on Insider called
17 Mobile Report. Again, this is internally developed,
18 so I don't know what software specifically is powering
19 that. I don't know the relevance to the type of
20 software.
21 Q Does Vivint use any monitoring software
22 provided to monitor social media for violations of the
23 policy?
24 A I, I, I, I don't know. It's not something I
25 have information on.

Page 63

1 Q In Vivint software do you have the ability
2 to look up how many customers Vivint has in specific
3 markets? Whether it's by state or city or other
4 region?
5 MR. STEWARD: Objection. Form.
6 Foundation. Goes beyond the scope of what this
7 witness was asked to know.
8 A You're asking me specifically or a general
9 question about a sales rep? Whose access are you
10 asking about?
11 Q Yours.
12 A Mine. So I don't look at the business that
13 way. I don't have any reports that do that, so I, I
14 don't, I don't have anything accessible. I imagine
15 our data team could pull that, but again, it's not
16 something I, I've ever accessed, necessarily, in the
17 way you're asking.
18 MR. EBLIN: All right. Let's take five
19 minutes, here. I think I'm pretty close to done.
20 MR. STEWARD: Hey, Charlie. Just --
21 THE REPORTER: Time is 5:42 p.m. We
22 are now off the record.
23 (Off the record.)
24 THE REPORTER: The time is 5:48 p.m.
25 We are now back on the record.

Page 64

1 BY MR. EBLIN:
2 Q All right. I got ahead of myself. Okay.
3 Can you see my screen again, Mr. Crittenden?
4 A Yes.
5 Q All right. And this is Plaintiff's 95 that
6 we've been looking at that has the list of videos. Do
7 you see that there are some videos on here that look
8 like they may have, they may cover topics other than
9 sales training? Is that accurate?
10 (Exhibit Plaintiff's 95 was marked for
11 identification.)
12 A Yeah. Those are, these are, this is a list
13 of videos, not sales training only. Other content
14 here.
15 Q Okay. And have you had time to just
16 generally familiarize yourself with this list? I'm
17 not saying specifically watch all of them, but have
18 you at least scrolled through the list to see the
19 types of videos that are on here?
20 A No. Not other than what you've, I've
21 watched you scroll through today.
22 Q Okay. But again, you don't have any reason
23 to believe that any of these videos are unauthorized
24 videos that Vivint didn't create for the purposes of
25 either its sales force or its employees; do you?

Page 65

1 MR. STEWARD: Objection. Form.
2 THE WITNESS: I, I would want to scroll
3 through that. You asked that a few times. I would
4 want to make sure I would go through that, the whole
5 list, here.
6 MR. STEWARD: Yeah. I mean --
7 MR. EBLIN: Okay.
8 MR. STEWARD: There's 615 entries. So
9 ...
10 THE WITNESS: Yeah. I, I'd want, I'd
11 want to go through it, but again, and I don't believe
12 all of these are still active. I, I would want to
13 check those too as what's active and, you know, and
14 how long the duration it was active for. So there's
15 a, there's a, probably more you would want to look at,
16 here, and there's a lot of list, a lot of videos on
17 this list.
18 BY MR. EBLIN:
19 Q Well, what are some of the other videos used
20 for?
21 A Well, as you go through, there's promotion
22 content. There's recognition. You know, we've had
23 videos that summarize some of the sales incentive
24 trips. There's highlight videos. There's, you know,
25 videos that promote to the competition and review,

Page 66

1 like, show the prizes. There's -- again, there's good
 2 variety of videos here.
 3 Q The videos that promote competitions, are
 4 you involved with their creation?
 5 A No. Well, I mean, again, that team that
 6 films them does report to me, but I don't, I'm not out
 7 filming with them. No.
 8 Q And the idea behind those videos is to, you
 9 know, create a video that encourages the sales force
 10 to participate in the competition. Is that generally
 11 correct?
 12 MR. STEWARD: Objection. Form,
 13 foundation, and vague as to idea.
 14 BY MR. EBLIN:
 15 Q Well, I mean -- what -- I'll ask a better
 16 question. What is the purpose for the sales
 17 competition videos?
 18 A Yeah. I'm sure you watched a few of them.
 19 We will show some of the different items that can be
 20 won, and it's, you know, it's meant to be played in
 21 the team correlation meetings, which -- training, talk
 22 about the rules. And so we would review the rules,
 23 and we'll go over what prizes that can be won. And
 24 it's often played in our team correlations throughout
 25 the summer.

Page 67

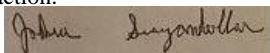

1 Q Are there also videos that are created
 2 related to trips that sales representatives can go on
 3 as an incentive for sales competitions?
 4 A Yeah. I believe -- again, I haven't gone
 5 through this full list, but I believe -- I mean, row
 6 50 there, that's a video highlighting one of the sales
 7 incentive trips that we went on. It's taking pictures
 8 from the trip and families that were together on that
 9 trip. So I think -- that, that's what that one would
 10 be.
 11 Q Are there also videos related to award
 12 ceremonies?
 13 A Again, I have not scrolled through all, all
 14 of these here, but we do have our video team film
 15 those. Again, I don't know what has all been provided
 16 here or what they end up using.
 17 Q What's the purpose for filming videos
 18 related to the awards shows?
 19 A We like to capture, you know, the full
 20 experience of what the, involves working for Vivint,
 21 and those are often used to show potential recruits
 22 what the full experience looks like. It's a, it's
 23 a -- they're often fun events where they, you know,
 24 the sales reps and the teams will dress up with their,
 25 their spouses or significant others and celebrate the

Page 68

1 year. So there's, there's a variety of reasons they
 2 use it. They're often -- again, it's a, it
 3 commemorates an important part of the year and adds
 4 fun to show for the team.
 5 MR. STEWARD: Charlie, is CPI claiming
 6 that it won an award that it didn't receive in one of
 7 these competitions?
 8 BY MR. EBLIN:
 9 Q Do you know what the average sales rep
 10 salary is?
 11 A So, Charlie, our sales reps don't have a
 12 salary. Our sales representatives are paid on a
 13 commission basis.
 14 Q Do you know what the average sales rep makes
 15 per year?
 16 A I don't know that off the top of my head.
 17 We have, we have about 4500 reps that made a sale for
 18 us last year.
 19 Q Does Vivint disclose sales rep compensation
 20 numbers?
 21 A Individual --
 22 MR. STEWARD: I'm sorry. Object as to
 23 form. Vague.
 24 THE WITNESS: Are you asking about an
 25 individual's personal compensation?

Page 69

1 BY MR. EBLIN:
 2 Q Yes.
 3 A If they're, with their permission, they, if
 4 they share that, we, you know, we allow a sales
 5 representative to talk about their compensation.
 6 Q What about averages? Are averages
 7 disclosed?
 8 A It depends on the medium we're displaying
 9 that, but sometimes we'll show an average.
 10 Q What are the contexts in which that might
 11 occur?
 12 A So we, we'll, we make a recruiting brochure
 13 sometimes that talks about the opportunity, who Vivint
 14 is, what differentiates us, what we invest in our, in
 15 marketing, what we invest in product innovation. So a
 16 recruiting brochure would entail a lot of things to
 17 talk about the opportunity to talk about the job and
 18 who we're recruiting. In that we may show averages,
 19 again, over the years. We've been in business a long
 20 time. We, we've shown average compensation figures.
 21 But again, that's, that's one component in the
 22 recruiting process.
 23 Q Are you able to look up the number of
 24 customers Vivint has in a given state?
 25 MR. STEWARD: Objection.

<p style="text-align: right;">Page 70</p> <p>1 THE WITNESS: No.</p> <p>2 MR. STEWARD: Form. I'm sorry.</p> <p>3 Objection. Form. Foundation. Beyond the scope.</p> <p>4 THE WITNESS: No. I'm, I, I am not</p> <p>5 able to. You've asked that a few times. I, that's</p> <p>6 not how I look at the business. I don't have that</p> <p>7 data.</p> <p>8 BY MR. EBLEN:</p> <p>9 Q What type of data do you assess for purposes</p> <p>10 of assessing how sales are going?</p> <p>11 A Well, obviously look at sales numbers, and</p> <p>12 we look at, at, by teams. We look at per rep</p> <p>13 averages. We look at number of reps with a sale.</p> <p>14 We'll look at the different components of how many</p> <p>15 cameras they're selling. The, there's a variety of</p> <p>16 things we look at but more, more around sales</p> <p>17 performance as a whole with the company and then also</p> <p>18 down by specific teams and, and by regions.</p> <p>19 But again, when, when you hear us say region</p> <p>20 and, and team, we're not summarizing that by a</p> <p>21 geographic region. A regional is somebody that's over</p> <p>22 multiple teams. So there's nothing -- we don't look</p> <p>23 at the business geographically at all. It, it's</p> <p>24 looked at holistically, total numbers and then by, by</p> <p>25 the different teams and regions. But again, that's</p>	<p style="text-align: right;">Page 72</p> <p>1 CERTIFICATE OF DEPOSITION OFFICER</p> <p>2 I, JOSHUA SEAGONDOLLAR, the officer before</p> <p>3 whom the foregoing proceedings were taken, do hereby</p> <p>4 certify that any witness(es) in the foregoing</p> <p>5 proceedings, prior to testifying, were duly sworn;</p> <p>6 that the proceedings were recorded by me and</p> <p>7 thereafter reduced to typewriting by a qualified</p> <p>8 transcriptionist; that said digital audio recording of</p> <p>9 said proceedings are a true and accurate record to the</p> <p>10 best of my knowledge, skills, and ability; that I am</p> <p>11 neither counsel for, related to, nor employed by any</p> <p>12 of the parties to the action in which this was taken;</p> <p>13 and, further, that I am not a relative or employee of</p> <p>14 any counsel or attorney employed by the parties</p> <p>15 hereto, nor financially or otherwise interested in the</p> <p>16 outcome of this action.</p> <p style="text-align: center;"> JOSHUA SEAGONDOLLAR</p> <p style="text-align: center;">Notary Public in and for the State of North Carolina</p> <p>21 [X] Review of the transcript was requested.</p>
<p style="text-align: right;">Page 71</p> <p>1 not geographic.</p> <p>2 MR. EBLEN: All right. I think that's</p> <p>3 all the questions that I have for you.</p> <p>4 MR. STEWARD: Okay. And no questions</p> <p>5 for me. Thanks, Josh.</p> <p>6 THE WITNESS: Okay. Thank you.</p> <p>7 MR. EBLEN: Thanks.</p> <p>8 THE REPORTER: So just to clarify, so</p> <p>9 how would we like to handle transcript orders?</p> <p>10 MR. STEWARD: Yeah. I think we both</p> <p>11 have standing orders with Veritext for this.</p> <p>12 MR. EBLEN: Yeah. We do. We'll need a</p> <p>13 rush just as fast as you can, not on the video but on</p> <p>14 the transcript.</p> <p>15 THE REPORTER: All right.</p> <p>16 MR. EBLEN: And we'll send to you all</p> <p>17 the exhibits that were used so that that's clear.</p> <p>18 THE REPORTER: All right, then.</p> <p>19 (Signature reserved.)</p> <p>20 (Whereupon, at 5:57 p.m., the</p> <p>21 proceeding was concluded.)</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p>	<p style="text-align: right;">Page 73</p> <p>1 CERTIFICATE OF TRANSCRIBER</p> <p>2 I, ERICA MAKUCH, do hereby certify that this</p> <p>3 transcript was prepared from the digital audio</p> <p>4 recording of the foregoing proceeding, that said</p> <p>5 transcript is a true and accurate record of the</p> <p>6 proceedings to the best of my knowledge, skills, and</p> <p>7 ability; that I am neither counsel for, related to,</p> <p>8 nor employed by any of the parties to the action in</p> <p>9 which this was taken; and, further, that I am not a</p> <p>10 relative or employee of any counsel or attorney</p> <p>11 employed by the parties hereto, nor financially or</p> <p>12 otherwise interested in the outcome of this action.</p> <p style="text-align: center;"> ERICA MAKUCH</p> <p>15</p> <p>16</p> <p>17</p> <p>18</p> <p>19</p> <p>20</p> <p>21</p> <p>22</p> <p>23</p> <p>24</p> <p>25</p>

Page 74

1 MATTHEW A. STEWARD, ESQUIRE
 2 mas@clydesnow.com
 3 December 20, 2021
 4 RE: CPI Security Systems, Inc. v. Vivint Smart Home, Inc.
 5 12/16/2021, Joshua Crittenden (#4997856)
 6 The above-referenced transcript is available for
 7 review.
 8 Within the applicable timeframe, the witness should
 9 read the testimony to verify its accuracy. If there are
 10 any changes, the witness should note those with the
 11 reason, on the attached Errata Sheet.
 12 The witness should sign the Acknowledgment of
 13 Deponent and Errata and return to the deposing attorney.
 14 Copies should be sent to all counsel, and to Veritext at
 15 Erratas-cs@veritext.com.
 16
 17 Return completed errata within 30 days from
 18 receipt of testimony.
 19 If the witness fails to do so within the time
 20 allotted, the transcript may be used as if signed.
 21
 22 Yours,
 23 Veritext Legal Solutions
 24
 25

Page 75

1 CPI Security Systems, Inc. v. Vivint Smart Home, Inc.
 2 Joshua Crittenden (#4997856)
 3 E R R A T A S H E E T
 4 PAGE____ LINE____ CHANGE_____
 5 _____
 6 REASON_____
 7 PAGE____ LINE____ CHANGE_____
 8 _____
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 10 PAGE____ LINE____ CHANGE_____
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 16 PAGE____ LINE____ CHANGE_____
 17 _____
 18 REASON_____
 19 PAGE____ LINE____ CHANGE_____
 20 _____
 21 REASON_____
 22 _____
 23 _____
 24 Joshua Crittenden Date
 25

Page 76

1 CPI Security Systems, Inc. v. Vivint Smart Home, Inc.
 2 Joshua Crittenden (#4997856)
 3 ACKNOWLEDGEMENT OF DEPONENT
 4 I, Joshua Crittenden, do hereby declare that I
 5 have read the foregoing transcript, I have made any
 6 corrections, additions, or changes I deemed necessary as
 7 noted above to be appended hereto, and that the same is
 8 a true, correct and complete transcript of the testimony
 9 given by me.
 10
 11 _____
 12 Joshua Crittenden Date
 13 *If notary is required
 14 SUBSCRIBED AND SWORN TO BEFORE ME THIS
 15 _____ DAY OF _____, 20____.
 16
 17
 18 _____
 19 NOTARY PUBLIC
 20
 21
 22
 23
 24
 25

&	27705 1:20	5:48 63:24	accounting 55:10
& 2:4,14 4:19,21	28 17:16	5:57 71:20	accounts 10:25
0	3	6	accuracy 74:9
00504 1:8	3 11:19	6 5:3 34:20 42:9	accurate 9:11
1	30 15:24 16:15,19 16:22 17:12 19:16 34:20 42:9 74:17	60 9:5	10:10,23 14:20
1 42:19,24	30,000 51:4	615 43:10 65:8	43:12 45:22 64:9
10 11:20	300 4:12	64 5:11	72:9 73:5
10,000 51:4	301 3:18 4:4	64108 2:6	acknowledge 40:1
107 14:17	32801 3:5,12	650 3:4,11	acknowledgement
108 15:19	3660 44:3	7	76:3
12/16/2021 74:5	3:20 1:8	705-8054 4:15	acknowledgment
16 1:17 31:3	4	783-6400 3:22 4:8	74:12
1801 3:20 4:6	4,000 7:18	8	acquired 21:18
1900 3:18 4:4	407 3:7,14	8 49:2	22:24
2	420-1000 3:7,14	801 2:19 4:15	acquisition 1:9
2 42:23,25	433-2401 2:19	816 2:8	2:11
20 11:18,20 74:3	44 5:7	84111 2:17	action 1:7 72:12
76:15	450 3:4,11	84604 4:13	72:16 73:8,12
201 2:16	4500 68:17	9	actions 40:5,7
2018 5:10 50:7	47 5:8	9 60:15	active 65:12,13,14
2019 60:15	48 5:9	919 3:22 4:8	adams 48:1
2020 15:19 17:16	4931 4:12	95 5:11 64:5,10	additions 76:6
18:6 38:20 49:2	4997856 1:22 74:5	a	adds 68:3
2021 1:17 14:20	75:2 76:2	ability 10:19 63:1	advertise 58:1
16:5 74:3	4:08 1:18	72:10 73:7	advertised 57:24
211 5:10 50:12,16	5	able 8:8 14:4 17:5	advertisements
22nd 2:15	5 25:9,17	18:16,22 21:25	58:2,6
243 15:24	5/28 41:10	22:4 43:23 44:15	advertising 57:15
245 5:7 44:3,5	5/29 41:10	69:23 70:5	affiliated 23:17
246 5:8 46:25 47:1	50 5:10 9:5 11:18	absolutely 59:23	affiliation 24:16
247 5:9 48:19,20	36:17 67:6	accept 60:5	ago 7:5,7 37:20,22
25490 72:16	503 37:3	access 17:5 30:23	38:9 40:12
2555 2:5	510 37:4	45:2,14 53:10,18	agree 18:25 20:13
257 31:2	519 38:12	55:11 63:9	20:15 21:13,23
26317 73:14	523 40:10	accessed 17:8	22:6 23:16 24:14
268 25:17	559-2139 2:8	53:19 63:16	25:21 26:10 27:4
270 17:24	5:42 63:21	accessible 16:21	29:22 30:2,12
273 15:24		44:23 63:14	32:21 33:7 34:5
27601 3:19 4:5			38:25 39:20 56:16
			57:14,23

agreed 43:11 ahead 9:21 12:20 14:1 16:3 26:2 31:10 34:2 52:6 54:6 59:24 64:2 alarm 19:23 20:16 20:24,24 21:14 23:18 24:16 allegations 59:24 allotted 74:20 allow 69:4 allows 59:5 amounts 51:11 andrew 4:2 annual 52:25 annually 52:19 answer 9:20,21 21:6 24:23 32:3 answered 28:5 anymore 25:12 apologize 9:22 13:10 22:13 25:13 29:4 36:10 appear 14:17,23 18:3 37:16 47:7 appears 14:21 16:2 44:19 45:7 47:10 49:4,8 58:19 60:25 appended 76:7 applicable 74:8 applied 33:7 applies 40:9 appreciate 43:16 60:14 61:6,20 approach 8:22 20:5 25:2,5 approaches 20:3,5 approaching 20:23	appropriate 40:7 approval 25:24 26:11 approved 29:17 approximately 7:6 april 17:16 article 5:7,8,9 44:20 45:6 47:5 articles 44:23 45:15,19 articulate 24:3 asked 24:25 28:4 43:9,10 56:24 63:7 65:3 70:5 asking 21:10 23:11 24:12 28:1 30:8 32:17 35:23 42:10 52:15 54:20 54:24 61:15,21 63:8,10,17 68:24 aspects 32:18 assess 70:9 assessing 70:10 assets 7:20 assume 21:8 42:14 assumes 22:11 24:20 61:10 assumption 32:18 assumptions 21:11 33:4 attached 74:11 attorney 12:9 72:14 73:10 74:13 audience 48:24 audio 72:8 73:3 authorize 61:23 authorized 15:3 15:10,11 17:11 available 48:23 74:6	avenue 3:4,11 average 11:13 68:9,14 69:9,20 averages 69:6,6,18 70:13 award 67:11 68:6 awards 67:18 aware 35:3 38:4 b b 5:5 34:20 42:9 back 13:20 25:6 35:1 41:17 42:25 43:18,19 63:25 bacon 2:4 bad 39:20 bank 42:2 base 30:19 based 12:3 14:18 18:2 37:20 50:21 basis 68:13 bears 59:23 behalf 2:2,10 behaved 32:25 behaviors 39:10 believe 13:7,8 14:9 15:11,12,16 23:24 23:25 25:25 32:7 32:22 36:13 37:14 37:15,21 40:16 41:7 45:17 46:4 46:12 47:25 48:3 48:14 51:1 64:23 65:11 67:4,5 believes 23:16 24:15 best 39:9 72:10 73:6 better 66:15 beyond 42:8 55:4 63:6 70:3	biking 41:13 binning 49:13,15 49:20 bit 18:12,18 43:15 45:24 50:4 boast 56:17 book 5:10 50:8 bottom 49:1 bought 22:14 boulevard 2:5 box 3:20 4:6 brand 19:5 brandon 49:5 break 42:20 52:11 bring 22:17 bringing 53:9,22 54:2,10 brings 22:18 brochure 69:12,16 broken 14:11 brought 55:1 browser 18:11 26:5 31:7,8 build 19:4 building 33:19 bundle 15:25 bundled 17:21 business 22:8 53:20 55:9 63:12 69:19 70:6,23 busy 12:8 buy 22:23 23:11 buyouts 41:10 c c 2:1 3:1 4:1 6:1 call 11:21 called 6:13 17:17 25:18 40:10 44:25 51:6 62:16 calls 21:4 22:11 23:22 24:20 30:6
---	---	--	--

33:2,13 39:4 40:21 42:8 56:19 cameras 70:15 campuses 58:3 capture 14:18 67:19 car 40:15 61:14 carolina 1:2,20 3:19 4:5 72:19 cars 19:23 57:23 case 9:25 13:19 15:14 33:5 61:2,4 61:17 cash 51:14 castro 3:2 castrop 3:6 caught 32:22 cause 38:24 39:18 46:23 47:21,23 48:5,11,14 49:16 49:21 causes 9:23 caution 54:2 ceblen 2:7 celebrate 67:25 center 2:15 ceremonies 67:12 certain 20:6 22:4 30:20 56:12 certainly 19:9 43:13 57:4 certificate 72:1 73:1 certify 72:4 73:2 championship 47:9 change 50:24 75:4 75:7,10,13,16,19 changes 74:10 76:6	channel 7:10 channels 7:9 character 35:14 characterized 33:23 charles 2:3 51:20 charlie 17:20 18:2 29:6 34:20 43:8 44:9 59:7 63:20 68:5,11 charlotte 1:3 check 46:13 48:3,6 65:13 checking 15:11 chiefs 52:5 choose 21:14 32:15 chose 20:25 21:14 chunk 31:12 circles 58:4 citizens 42:1 city 2:6,17 63:3 civil 1:7 claiming 68:5 claims 59:8 clarify 43:9 71:8 classified 33:23 classify 9:6 clean 43:15 clear 71:17 clearly 24:3 56:13 57:9 clickp 32:9 click 17:15 25:13 26:2 clicked 18:10 close 63:19 closer 51:9 clyde 2:14 4:19,21 clydesnow.com 2:18 74:2	code 35:4,4,8,8 37:24 38:5 coen 46:1,2,4,14 47:11 58:18,20,22 58:24 60:15 61:22 cold 43:5 collaboration 8:11 collaborative 8:13 collecting 53:13 college 58:3 colton 47:23,25 column 14:12 come 27:1 36:23 42:14,25 43:17 60:6 comfortable 26:21 26:25 27:10 28:9 commemorates 68:3 commission 68:13 commit 34:18 39:15,15 communicate 56:8 communicated 56:13 company 7:13 20:25 21:9,14,14 22:6 23:18 24:2 24:11 58:6 61:8 70:17 company's 23:12 24:8 compensated 11:24 compensation 10:20,24 12:1 42:4,11,15 57:5,11 68:19,25 69:5,20 compensation's 12:3	competed 45:23 competition 44:21 50:22 51:3,17 65:25 66:10,17 competitions 5:10 45:7,19,22 50:7,14 50:25 51:12 53:5 55:17,21 66:3 67:3 68:7 competitor 22:15 22:23,24,25 competitor's 23:12 complete 76:8 completed 74:17 compliance 35:4,9 35:11,16,20 36:21 37:23 38:5 39:23 40:2,6 46:19 comply 56:4 component 69:21 components 70:14 compound 35:22 computer 13:8 concluded 71:21 conditions 38:2 condones 61:8 confused 61:3 connection 13:19 consent 26:16 27:2 27:6 consistent 59:5 constitute 11:17 consumer 41:23 cont'd 3:1 4:1 contain 15:14 contained 15:2 41:2 content 8:9 9:14 10:2,15 12:13 13:11 15:1 16:18
---	---	--	---

17:6,18 18:13 30:11 47:7 64:13 65:22 contest 40:19 contexts 69:10 continually 19:4 control 10:14,19 62:4 conversation 12:22,25 57:4 copies 74:14 corner 45:10 corp 1:10 2:11 corporate 45:10 correct 9:2 10:6 10:13,14 15:4,15 19:18,24 20:18 21:2 27:6 28:15 29:18,24 37:13,18 38:20,23 39:17 41:4,11 42:2,3 46:15 47:5,21,22 47:24 49:17,23 53:16,16 58:16,20 66:11 76:8 corrections 76:6 correlation 66:21 correlations 66:24 cost 41:23 cough 43:5 52:12 counsel 5:13 6:16 15:13 41:1 61:16 72:11,14 73:7,10 74:14 couple 24:25 31:12 course 15:25 courses 37:18 court 1:1 cover 64:8	covers 7:20 covid 51:20 52:2,4 cpi 1:5 2:2 61:4 68:5 74:4 75:1 76:1 cpis 59:8,23 create 10:2,9 14:22 64:24 66:9 created 15:3 40:24 67:1 creation 66:4 credentials 45:3 crittenden 1:16 6:12,22,23 9:18 14:4 30:25 35:3 43:23 44:16 58:8 64:3 74:5 75:2,24 76:2,4,12 cs 74:15 cues 26:17,20 27:13 cup 51:16 curates 8:1 current 7:7,15 23:24 55:13 currently 6:25 customer 8:22,23 19:11,21 20:7 21:7,18,20,20 22:14,23,24 23:23 24:1 25:2,5 26:11 26:17,20,21,25 27:9,10,18,23,25 28:11,13 33:19,22 54:13 customer's 24:8 25:22,23 customers 22:4,18 26:18 28:9,17 53:14 54:14 55:1 63:2 69:24	cuts 18:18 cv 1:8 d d 5:1 6:1 danny 28:19,20 29:9,14 danny's 28:8,16 data 62:16 63:15 70:7,9 databases 44:24 54:16 date 1:17 29:13 37:11 75:24 76:12 dated 49:2 day 12:8 16:18 17:12,15 19:16 25:9,17 31:3 47:8 76:15 days 16:14,15,19 16:22 52:25 74:17 deandrae 4:18 deceive 28:10,12 december 1:17 74:3 deceptive 32:23 33:10 34:18,21 35:19,22 38:20 39:23 46:14 decision 21:22 declare 76:4 deem 59:4 61:16 deemed 76:6 deems 40:7 defendants 1:13 2:10 defines 34:20 definition 34:24 department 7:19 7:19 45:14 departure 38:8	depending 9:6 19:6 depends 69:8 deponent 74:13 76:3 deposing 74:13 deposition 1:15 12:7 14:8,25 17:13 72:1 derteschik 4:7 describe 57:10 describes 55:16 describing 61:22 description 5:6 detail 61:2 details 46:17,21 detlefson 60:16,17 60:21 developed 62:17 device 17:8 difference 35:13 different 20:3,4 24:25 27:3 30:10 30:10 35:1 38:9 40:13 50:4 55:20 66:19 70:14,25 differentiate 19:5 differentiates 23:2 69:14 differentiating 22:17 difficult 56:10,11 digital 72:8 73:3 direct 7:1,8,10 8:15,16 19:16 41:23 disagree 59:14 disclose 68:19 disclosed 69:7 discussing 61:3
---	--	--	---

discussion 12:13 dishonest 27:14 displaying 69:8 disruptive 9:22 district 1:1,2 division 1:3 document 43:24 44:4 50:4,6,9 55:14,15,19 documents 42:17 doing 29:21 34:16 39:11 47:8 57:22 dollar 51:11 dollars 51:4 door 7:11,11 19:1 19:1,8 20:18 28:2 28:2 doorstep 27:11 doubt 41:2 dougher 47:18,19 downline 10:25 dozen 36:15 dress 67:24 driven 10:24 driveway 19:23 drop 52:13 drops 43:5 dsc 1:8 dtp 15:24 17:12 duly 6:13 72:5 duration 65:14 durham 1:20 duties 7:15	12:11,15,20,23 13:2,3 16:20 17:24 18:1,5,15,21 21:5 24:22 26:9 29:3,5,8 31:14 32:2 34:25 35:2 42:21 43:2,7,17,21 44:10,12,14 51:22 51:25 52:3,10,14 52:17 54:5,9,11,12 54:22,23 56:21 59:10,13,20,25 60:1 63:18 64:1 65:7,18 66:14 68:8 69:1 70:8 71:2,7,12,16 either 64:25 emma 4:21 employed 72:11 72:14 73:8,11 employee 72:13 73:10 employees 64:25 emulate 30:3 encourages 66:9 engaging 32:23 ensure 21:25 entail 69:16 entails 7:17 enter 25:24 entries 43:10 65:8 entrust 21:1 entry 14:17 epstein 3:16 equate 51:13 equipment 41:24 erica 73:2,15 errata 74:11,13,17 erratas 74:15 erteschik 4:2	es 72:4 esquire 2:3,13 3:2 3:9,16 4:2,10 74:1 essentially 47:4 estimate 36:5,12 ethical 28:2,15 ethics 35:4,8 37:24 38:5 evaluate 62:10 event 53:1 events 67:23 everybody 45:13 evidence 22:12 24:21 61:10 62:1 exact 29:13 exactly 11:15 examination 5:2 6:18 examined 6:15 example 39:20 excel 13:5 exhibit 44:2,5 47:1 48:19,20 50:12,16 64:10 exhibits 5:13 71:17 existing 19:23 20:16,24 23:18 24:16 expecting 19:9 experience 50:21 67:20,22 explain 27:25 explained 28:17 express 25:23 26:11,15 27:1,5	fact 39:13 factors 22:17 facts 22:11 24:20 61:10 fails 74:19 fair 8:10 9:1 22:2 48:24 53:5 fairness 34:22 44:7 familiar 13:11 15:25 17:17 21:9 25:11 37:6,8 38:2 38:7 46:2,17,20 47:14,18 48:2,16 50:8 51:9 55:20 61:1 familiarize 64:16 families 67:8 fancy 57:23,23 far 22:21 56:5 fashion 55:24 fast 71:13 fayetteville 3:18 4:4 fdw 1:8 feel 26:21,25 27:10 27:18 28:9 ferrari 60:23 field 8:12,23,24 figures 69:20 film 67:14 filmed 40:12 filming 39:18 66:7 67:17 films 8:2,3 66:6 finance 55:11 financially 72:15 73:11 financing 41:19,20 41:22
e		f	
e 2:1,1 3:1,1 4:1,1 5:1,5 6:1,1 75:3,3 75:3 earlier 38:7 earning 57:3,5,6 eblen 2:3 5:3 6:2,7 6:19 9:24 10:7		f 1:9,11 2:11,12 facebook 58:9,11 58:15 60:4,8	

find 54:16,25 55:2 59:4 finding 53:22 fine 42:21 46:9 finished 46:8 fireable 39:16 fired 49:16 first 6:13 16:15,19 16:22 18:22 32:24 49:2 five 7:4 22:1 36:19 36:19 42:22 43:1 63:18 flagged 56:12 flash 57:19 flashing 57:19 flashy 57:15 floor 2:15 florida 3:5,12 focus 19:22 23:1 folks 38:25 follow 30:22 following 61:18 follows 6:15 force 7:17,22,25 8:10,16 16:21 56:3,8,14 57:10 60:7 64:25 66:9 forces 10:5 foregoing 72:3,4 73:4 76:5 forgot 25:13 form 9:16 11:6 14:7 15:5 16:12 19:25 21:3 22:10 23:21 24:19 26:13 27:7 28:4,25 29:12 30:5,16 31:25 32:8,16 33:1,12 34:7,19 35:21 37:25 38:21	39:4,24 40:20 41:5 42:7 46:16 49:18,24 53:11,25 54:18 55:3,15,23 56:19 57:17 61:9 61:25 62:11 63:5 65:1 66:12 68:23 70:2,3 format 47:4 former 46:3 fortiva 41:11,18 41:19,20,22 foundation 9:17 11:7 15:6 16:12 21:4 22:11 23:22 24:20 28:25 29:12 30:6,17,21 32:1 33:2,13 38:1,22 40:21 41:6 42:8 49:19,25 53:12 54:1,19 55:4 57:18 61:10 62:1 62:12 63:6 66:13 70:3 four 6:6 13:21 18:22 frame 29:12 45:15 55:22 free 9:24 friend 60:5,8 friends 58:16,18 front 14:5 fulfilled 51:15 full 38:13 67:5,19 67:22 fun 67:23 68:4 further 72:13 73:9	game 52:5 games 51:6 gathered 55:20 general 63:8 generally 13:11,14 13:17 16:6 50:8 53:3 64:16 66:10 generated 55:16 gentleman 27:4 geographic 70:21 71:1 geographically 70:23 getting 41:17,17 60:2 give 7:2 36:5 40:14 42:17 52:4 60:6 given 17:1 54:25 55:1 69:24 76:9 gives 45:24 giving 26:22 27:12 27:22 go 9:21 11:15 12:20 13:20 14:1 14:25 15:8,17,18 16:3,24 18:10 25:6,15 26:2,4 29:20 31:9,10 34:2 36:21 38:11 39:11 43:18 44:12 46:24 48:18 49:1 51:24 52:6 54:6 55:9 59:24 65:4 65:11,21 66:23 67:2 goals 49:9 goes 15:24 25:22 55:4 63:6 going 6:4 14:10,24 17:15 18:9,11,16 26:2 29:20 31:2,5	31:10,11,11 32:20 34:15 42:16 43:22 46:24 58:7 70:10 gold 14:13 good 23:25 29:6 32:10 34:14 39:9 42:19 52:10,12 66:1 grand 2:5 greenberg 3:3,10 gregory 3:9 group 49:23 50:2 gtlaw.com 3:6,13 guessing 36:8 guidance 62:5 gunnar 46:8,10 guy 60:16
			h
			h 4:2 5:5 75:3 halfway 44:18 hand 6:10 8:14 45:10 handle 36:22 71:9 handled 35:16 36:21 handles 46:19 hansen 4:10 12:12 12:19,21,24 13:7 29:1 happened 45:25 happy 21:8 62:2 harassed 59:19 harassing 59:21 hard 6:6 hardy 2:4 head 36:2,9,10 37:12 43:18 68:16 heading 14:13 healed 41:16 hear 18:16 31:16 70:19

heard 26:19,23 31:20,22 32:6 33:17 held 7:5 help 10:10 19:10 26:25 27:10 28:8 28:17 61:5 herbert 3:9 herbertg 3:13 hereto 72:15 73:11 76:7 hey 17:20 43:8 63:20 high 11:19 highlight 45:25 65:24 highlighting 67:6 highly 49:15 hired 22:7 history 7:3 33:10 hit 46:5 hmm 14:15 hold 23:4 26:3 holds 32:14 50:22 52:19 holistically 70:24 home 1:8,11,12 2:10,12,12 7:1,8 7:10 20:8,23 23:8 25:19,22,24 26:12 26:18,19 27:11,24 28:17,18 74:4 75:1 76:1 homeowner 20:25 21:2,13 22:7 23:16 24:15 homeowner's 22:8 23:18 homes 19:22 honestly 27:20 33:20 36:8	hope 51:22 hours 15:1,1 house 25:10 housing 7:19 hub 28:22 hundred 11:10,10 36:12,14 hyperlink 13:20 hyperlinks 13:6 15:2 41:3	information 53:23 54:17 55:2,10 62:25 informational 8:21 initially 21:13 innovating 23:3 innovation 69:15 inside 16:25 58:4 insider 45:1 62:15 62:16 insider's 45:1 instance 40:17 instruct 9:20 instructing 62:6 integrity 31:3,16 33:19 interested 72:15 73:12 interject 12:25 internal 44:20 45:1 48:24 internally 45:5 62:17 interview 49:8 introduce 6:20 invest 69:14,15 investigating 34:17 35:7 37:2 investigation 36:24,25 investigations 35:10,16 36:20 46:20 investing 19:4 involved 7:24 8:4 8:15 9:10,13 10:3 10:5 35:6,15 41:9 66:4 involvement 10:16 34:17	involves 57:15 67:20 ipad 17:1,5 ipads 7:21 issued 17:5 issues 40:2 items 66:19
	i		j
	idea 11:12 66:8,13 identification 44:6 47:2 48:21 50:17 64:11 identify 17:22 44:1 identifying 20:7 imagine 53:17 55:10 63:14 implied 26:16 27:1 important 61:17 68:3 incentive 40:11,17 40:18 65:23 67:3 67:7 incentives 40:14 include 42:15 includes 43:14 individual 10:8,18 11:2 53:9 61:24 68:21 individual's 32:19 68:25 industry 7:14 infer 24:10 influence 8:8 29:23 58:5 influenced 10:21 inform 34:23		jason 38:12,15,17 39:17 job 1:22 7:15,23 57:4 69:17 jordan 49:13,20 josh 6:22 12:10,11 12:11 29:1 46:1,2 46:4 48:1 52:8 58:18,20,22,24 60:15 61:22 71:5 joshua 1:16,21 6:12 72:2,17 74:5 75:2,24 76:2,4,12 jsmuckler 4:23 judicial 1:1 june 49:2 jury 6:21
			k
			k 1:9,11 2:11,12 kansas 2:6 keep 59:16 keeps 18:16 kent 4:10 12:9,24 13:23 kent.hansen 4:14 kidding 59:9 kind 14:13 32:11 32:13 33:3,17 41:17 44:8 45:5,6 50:18 52:23 60:24 61:1,7

knee 41:14 knocking 19:7,8 20:18 know 8:6,21 10:16 10:17 11:4,19,22 13:23 14:16 19:12 21:7,17,21 22:3,16 22:18,20,22,23 23:6,7,8 26:15,24 27:12,17 30:8,19 32:18 33:18,22 34:11,20,25 35:13 36:18,23 37:11 38:15 39:9 40:1,7 40:13 42:12,13 44:3 45:5,23 46:1 46:22 48:5 49:5,6 50:19 52:1 53:8 55:6,7,7,9,18 56:10 57:7,7,21,22 58:14 59:18 60:6 60:16,22 61:14 62:18,19,24 63:7 65:13,22,24 66:9 66:20 67:15,19,23 68:9,14,16 69:4 knowledge 54:3,4 55:6 72:10 73:6 known 19:7 33:10 kunz 48:15,16 kurtis 48:15,16	lead 50:2 leader 40:3 leaders 8:2,23,24 league 52:18 learning 52:2 lease 40:15,18 leave 37:10 left 14:12 49:22 59:13 legacy 1:10 2:11 legal 8:12 74:23 legitimacy 18:25 19:17 20:17,23 21:1,15 23:20 24:13,14,18 legitimate 23:13 lesser 19:7 library 20:2 lie 28:10,12 lifestyle 57:15,22 line 13:22 15:23 75:4,7,10,13,16,19 link 16:23 links 40:25 list 5:11 50:14 61:12 64:6,12,16 64:18 65:5,16,17 67:5 literal 33:15,21 literally 33:9 litigation 41:1 little 7:4 18:12 32:12 33:16,16 45:24,24 50:4 live 57:16 lives 32:19 llp 3:3,10,17 4:3 lms 16:24,25 loans 41:23 location 1:19	lodge 9:19 log 17:8 login 45:2 long 52:4 61:12 65:14 69:19 longer 9:23 28:20 28:22 37:8 look 13:18 14:7 30:3 39:3 53:24 54:15 55:2,8 58:11,22,23 60:21 63:2,12 64:7 65:15 69:23 70:6 70:11,12,12,13,14 70:16,22 looked 47:5 53:17 53:19 55:12,14,19 55:19 70:24 looking 15:23 27:13 37:3 50:20 60:14 64:6 looks 14:11,13,17 15:24 17:16 30:18 37:19,19 40:12 41:9 47:12 48:23 50:6,13 53:6 57:12 58:23 67:22 lot 8:13 13:15 15:7 15:8 23:3 30:19 33:4,17,18 50:12 60:7,8 65:16,16 69:16 lying 27:19	manager 9:3 11:19 28:21,24,24 29:10,10,14 37:7 37:13,14 38:16 39:22 46:3,4 managers 8:25,25 9:4,9,10 10:9,21 11:24 29:22,22,25 30:4,4,15 42:5 56:4,4,17 58:3 59:5 61:8,24 manages 11:22 28:22 manner 32:25 mark 34:5,12 marked 44:2,3,5 47:1 48:20 50:16 64:10 market 59:6 marketing 61:7 69:15 markets 63:3 mas 2:18 74:2 material 10:9 matt 6:2 12:21,25 matter 32:12 33:16 matthew 2:13 74:1 mcgrew 49:5 mean 20:1 21:19 27:8 33:3,14,17 45:13 50:24 54:8 54:19,21 59:8,14 65:6 66:5,15 67:5 meant 66:20 media 9:14 10:13 10:15 56:5,7,14,22 60:5,9 61:15 62:3 62:22 medium 69:8
l		m	
l.l.p. 2:4 laid 14:23 18:2 lake 2:17 lamborghini 60:22 large 39:7 50:2 largest 11:9 49:22 lavish 57:22 lay 55:21,24		m 3:2 main 2:16 28:21 making 21:25 makuch 73:2,15 manage 38:18 managed 46:6	

meetings 66:21 met 58:20 60:19 methods 30:11 mind 9:21,24 mine 63:12 minimize 19:20 minute 52:8 minutes 18:23 31:15 42:22 63:19 mischaracterizes 62:1 missed 50:20 missouri 2:6 misstates 54:1 mm 14:15 mobile 62:17 models 30:14 money 23:3 53:8 53:13,22 54:2,10 54:25 56:18 monitor 56:12 62:22 monitoring 62:21 mosaic 1:9 2:11 motivation 16:16 motivational 8:20 motto 31:20 32:14 33:7 34:14,14 mountain 41:13 moved 21:18 28:21 multi 50:5 multiple 7:9 11:23 70:22	necessarily 11:1 63:16 necessary 76:6 need 15:8 20:8 21:25 22:3 26:1 34:22 52:11 55:12 71:12 needed 53:18 needs 7:22 19:10 29:1 neither 72:11 73:7 networks 58:4 never 53:17,19 new 9:11,15 10:10 11:25 56:5,17 57:25 59:6 61:24 newby 38:13,15 38:17,19 39:17 news 44:20 45:6 nolan 60:16,17 nonverbal 26:17 27:13 north 1:2,20 3:19 4:5,12 72:19 notary 1:21 72:18 76:13,19 note 51:11 74:10 noted 76:7 notice 34:20 42:9 noticed 55:5 november 60:15 number 10:24 13:20 18:25 19:13 19:17,20 20:2 36:9 38:9 39:7 69:23 70:13 numbers 42:14 68:20 70:11,24 numerous 23:4	o o 6:1 object 19:25 21:3 34:19 68:22 objection 9:16,19 11:6 15:5 16:9,11 19:1,10,17 21:15 22:10 23:20,21 24:14,18,19 26:13 27:7 28:4 30:5,16 31:25 32:8,16 33:1,12 34:7 35:21 37:25 38:21 39:4,24 40:20 41:5 42:7 46:16 49:18,24 53:11,25 54:18 55:3 56:19 57:17 61:9,25 62:11 63:5 65:1 66:12 69:25 70:3 objections 19:21 20:6 22:1,4,9 29:11 obviously 14:24 15:7 70:11 occasional 41:12 occasionally 36:22 occur 69:11 offer 19:12 offered 16:7 19:17 offers 14:19 officer 72:1,2 official 41:3 ogletree 48:10,13 oh 25:13 29:3 46:8 okay 6:7 10:1 13:2 14:3 15:17 17:25 18:7,11,13,17,19 18:22,23 25:8 26:4 28:14 31:2 36:1 37:5 41:18	43:2,20,24 44:1 46:24,25 52:14 55:3 58:11,25 59:3,25 60:14,19 64:2,15,22 65:7 71:4,6 okta 17:9 one's 50:4 ones 13:16 52:23 open 18:11 28:17 opinion 28:11 opportunity 13:9 27:23 57:3,5,7,11 69:13,17 orange 3:4,11 order 19:20 21:13 21:24 22:7 orders 71:9,11 organization 7:1,6 7:16 8:18 organization's 11:16 organized 37:21 orlando 3:5,12 otto 37:7 outcome 72:16 73:12 outline 7:2 outlined 21:16 overall 12:3 19:20 overcome 19:1,10 20:6 21:15 22:1,3 22:8 23:19 24:17 overcoming 24:14 overseeing 56:3 overview 11:11
n			p
n 2:1 3:1 4:1 5:1 6:1 name 19:7 48:2,10 48:13 60:16 names 36:1,4 47:13 50:24			p 2:1,1 3:1,1 4:1,1 6:1 46:25 p.c. 2:14 4:19,21

<p>p.m. 1:18 63:21,24 71:20</p> <p>p.o. 3:20 4:6</p> <p>page 5:2,6 44:11 44:15 50:5,6 62:16 75:4,7,10,13 75:16,19</p> <p>pages 10:15,18 50:14</p> <p>paid 54:14 58:2,5 68:12</p> <p>paragraph 48:11</p> <p>part 12:21,25 21:23,23 57:4,12 57:14,24 62:7</p> <p>participate 66:10</p> <p>participated 55:23</p> <p>particular 17:22 37:6</p> <p>parties 72:12,14 73:8,11</p> <p>partner 41:20,22</p> <p>partners 41:19</p> <p>patents 23:4</p> <p>paula 3:2</p> <p>pay 7:21 20:10 42:6,11,13 57:2</p> <p>pears 47:14,14</p> <p>people 8:13 32:12 32:15 39:2 56:17 58:15 61:24</p> <p>performance 62:10 70:17</p> <p>permission 26:1 69:3</p> <p>person 8:17 20:17 61:13</p> <p>personal 10:18 58:4 68:25</p> <p>personally 35:25 49:6</p>	<p>pertinence 61:19</p> <p>pertinent 36:3</p> <p>ph 52:18</p> <p>philosophically 59:15</p> <p>physical 7:21</p> <p>pickup 51:6</p> <p>picture 61:13</p> <p>pictures 67:7</p> <p>place 55:17</p> <p>plaintiff 1:6 2:2 5:7,8,9,10,11</p> <p>plaintiff's 44:2,5 47:1 48:19,20 50:12,16 64:5,10</p> <p>platform 17:7</p> <p>play 18:12 31:11 31:11</p> <p>played 18:14,20 26:8 31:13 66:20 66:24</p> <p>players 52:5</p> <p>please 6:5,10,20</p> <p>plug 29:1</p> <p>point 13:4 39:10 44:16</p> <p>policy 56:7,13 61:15 62:3,23</p> <p>porsche 40:11,17 40:18</p> <p>port 68:3</p> <p>position 6:23 7:7 53:7 60:6 61:6</p> <p>positions 7:5</p> <p>possibly 59:8</p> <p>post 10:17 45:3 60:15 61:21 62:4 62:5,6</p> <p>posted 44:25 45:4 56:10,11</p>	<p>posts 59:1 61:12</p> <p>potential 19:21 67:21</p> <p>potentially 11:10</p> <p>power 29:2</p> <p>powering 62:18</p> <p>poyner 3:17 4:3</p> <p>poynerspruill.com 3:21 4:7</p> <p>practice 28:15 32:23 35:20,22 37:1</p> <p>practices 33:11 34:18,21 38:20 39:10,23 46:15</p> <p>predict 39:12</p> <p>premier 52:18</p> <p>preparation 17:13</p> <p>prepare 12:6,16 14:8</p> <p>prepared 73:3</p> <p>preseason 45:7</p> <p>present 4:17</p> <p>presenting 31:3</p> <p>president 6:25 7:8 53:7</p> <p>pretty 8:12 12:8 63:19</p> <p>previously 28:6 40:1</p> <p>primarily 35:10 36:22</p> <p>primary 57:1</p> <p>principle 32:11,13 33:15</p> <p>prior 16:4 18:3 24:1,7 72:5</p> <p>prize 51:14</p> <p>prizes 51:13,15 53:4 66:1,23</p>	<p>pro 16:14 19:16 52:25</p> <p>probably 33:11 36:18,19 51:9 60:3,11 65:15</p> <p>problem 20:22 29:5,9 36:11</p> <p>problems 38:5 39:22</p> <p>proceed 6:3,17</p> <p>proceeding 1:19 71:21 73:4</p> <p>proceedings 72:3 72:5,6,9 73:6</p> <p>process 8:4 9:9 29:21 39:11 57:12 57:15,24 69:22</p> <p>produce 11:1</p> <p>produced 15:13 37:17</p> <p>product 22:21 23:12 24:8,9 69:15</p> <p>production 12:4,4</p> <p>productive 10:22</p> <p>productivity 11:1</p> <p>products 23:4,5,6</p> <p>profile 58:12</p> <p>program 12:3 16:19 62:14</p> <p>promote 45:20 65:25 66:3</p> <p>promotion 65:21</p> <p>pronounce 46:11</p> <p>proper 36:25</p> <p>prospecting 17:17</p> <p>proud 23:6,7,9</p> <p>proven 30:14</p> <p>provide 8:17 30:11,20 36:11 40:14,18 61:16</p>
---	---	--	---

62:2 provided 12:18 13:4,19,24 23:25 41:1 62:22 67:15 provider 20:17,24 23:24 24:17 providers 22:19 provides 41:23 providing 21:10 24:5 provo 4:13 public 1:21 40:4,4 72:18 76:19 pull 63:15 purpose 16:7 66:16 67:17 purposes 45:18 64:24 70:9 purse 51:4 put 10:5 27:22	r r 2:1 3:1 4:1 6:1 75:3,3 raise 6:10 raleigh 3:19 4:5 ramon 47:23 ran 51:2 52:22,23 range 11:9 ranging 9:5 read 6:3 13:25 34:6 51:8,9 61:12 74:9 76:5 real 25:7 41:14 43:18 58:8 really 7:16 21:21 22:13 61:14 reason 15:12,16 24:5 26:22 27:12 27:23,24 41:7 64:22 74:11 75:6 75:9,12,15,18,21 reasonable 32:21 reasons 68:1 recall 29:13 40:13 40:23 48:8 receipt 74:18 receive 42:5 68:6 recognition 65:22 recollection 36:6 recommended 35:18,23 36:6 record 9:19 17:23 43:3 44:2 50:11 63:22,23,25 72:9 73:5 recorded 40:5 72:6 recording 72:8 73:4 recordkeeping 54:16	records 48:4,7 recovering 43:4 recruit 9:14 10:10 56:5,17 57:1,1,10 58:2,3 61:24 recruiting 9:10 10:3 11:25 57:12 57:14,24 59:2 62:7 69:12,16,18 69:22 recruits 10:22 59:6 67:21 recurring 54:14 54:20,21 reduced 72:7 refer 11:21 reference 13:16,23 referenced 74:6 referencing 34:12 referring 34:23 57:8 region 63:4 70:19 70:21 regional 8:25 9:3 9:10 10:8 11:5,13 11:14,19,22,22 28:24 29:9,14,22 30:4 38:15 39:21 46:3,5 49:23 56:3 70:21 regionals 29:25 regions 70:18,25 reinvent 30:13 relate 61:3 related 40:2,17 44:21 59:1 67:2 67:11,18 72:11 73:7 relates 20:22 24:13	relationship 59:23 relative 72:13 73:10 released 16:14,18 relevance 62:19 remember 34:10 34:13 remote 1:19 rep 11:2 16:23 23:19 24:16 28:7 33:22 34:4 35:12 35:24 37:1 60:7 62:10 63:9 68:9 68:14,19 70:12 report 8:7 42:12 62:17 66:6 reported 1:21 40:6 42:6,11 reporter 6:9,16 63:21,24 71:8,15 71:18 reporting 47:8 reports 62:15 63:13 representative 11:25 23:17 24:6 25:22,23 26:22 32:25 35:19 37:9 40:3,15,19 48:12 49:16 69:5 representatives 9:11,15 11:3,18 14:20 15:4 17:10 19:6 20:11 22:16 23:1,6 24:3,10 25:2 30:3,9,13,22 32:22 33:9 34:18 35:7 39:1,2,21 42:5,13 45:2,21 56:6,9 57:2,9 62:4 62:6 67:2 68:12
q qualified 72:7 quality 12:4 question 9:21,24 16:6 20:19 23:14 24:13,25 29:7 34:4 35:1 49:7,10 49:12 53:15 56:1 61:7,19 63:9 66:16 questions 18:13 31:12 35:12 50:13 59:1 71:3,4 quick 25:7 43:18 58:8 quickly 50:19 quite 18:18 37:19 51:17 60:25 quote 31:17 34:5,8			

reps 7:18,20 9:7 10:10,14,17 16:15 19:2,22 20:4,11 27:10 28:8 29:23 39:8 45:1 56:25 57:10,25 67:24 68:11,17 70:13 requested 60:7 72:21 requests 60:5 required 30:21,23 76:13 reserved 71:19 response 49:12 responsible 9:8 56:2 rest 44:19 restate 20:19 23:15 retained 5:13 return 74:13,17 reveal 12:12 revenue 54:14 review 13:9,22 39:11 61:18 65:25 66:22 72:21 74:7 reviewed 13:10,24 14:8 reviewing 45:6 reviews 40:6 45:23 right 6:9,10 9:4 13:2 14:4 15:17 17:15 18:4,8 21:16 25:6,15,17 26:2,7 27:1 29:20 30:24 31:5,7,10,15 31:24 32:15 34:15 35:4 37:3 38:11 38:16 40:8,16 41:24 42:16 43:22 44:18,21 45:10	46:3,24 47:11 48:11,18 49:3 50:3,11 51:4,18 58:7,9,14,18 59:25 62:9 63:18 64:2,5 71:2,15,18 rights 59:18 road 39:15 role 10:6 34:16 35:6 38:4,9 55:13 56:2 rough 11:12 row 15:19,23 17:22,24 25:17 31:2 40:10 67:5 rows 37:3 rule 5:10 50:7 rules 53:4 56:4 66:22,22 run 45:16 51:1 rush 26:19,20 71:13	23:1,5,17,19 24:2 24:6,9,15 25:1,21 25:23 26:22 27:9 28:3,7,8,15 29:17 29:22,23,25,25 30:2,9,10,12,14,22 32:22,23 33:9,10 33:22 34:3,17,18 34:21 35:7,12,13 35:14,19,19,22,24 37:1,6,9,17 38:20 39:1,2,8,10,21,23 40:2,14,17,19 42:5 42:12 44:21 45:11 45:14,19 46:15 48:12 49:16,23 53:8 56:3,5,8,9,14 56:17,25 57:2,9,25 58:3 60:7 61:8,24 62:3,6,9,10 63:9 64:9,13,25 65:23 66:9,16 67:2,3,6 67:24 68:9,11,12 68:14,19 69:4 70:10,11,16 salt 2:17 savannah 4:19 saw 13:7 20:1,6 saying 64:17 sayings 32:9 33:18 says 38:12 45:9,10 49:11 51:3 scale 57:2 scales 7:21 scan 44:8 scenario 20:15 scope 42:9 55:4 63:6 70:3 screen 14:1 18:9 25:12 26:3 29:20 34:15 42:17 43:22	58:7 60:24 64:3 scripting 8:6 scroll 14:10,16 44:18 50:5 64:21 65:2 scrolled 61:11 64:18 67:13 seagondollar 1:21 72:2,17 season 16:16 18:3 55:22 second 29:2 42:18 48:10 49:7,10 section 53:3 secure 20:8 security 1:5 2:2 7:13,14 20:8 21:1 21:9,18 27:21 74:4 75:1 76:1 see 13:16 14:5,13 14:14 15:8,19,20 15:23 25:9,12,17 25:19 26:5,14 28:11 30:24 31:3 31:8 38:12 39:6 40:10 41:10 43:23 44:15,19,19 45:11 46:25 48:7,19 49:7,9,13,14 50:15 50:20 51:5,7,11 55:12 64:3,7,18 seek 27:5 59:15 seeking 26:15,16 seen 39:13 56:22 sees 20:8 sell 8:22 24:6 29:23 32:15 selling 16:16 70:15 send 36:24 71:16 sending 7:18
	s		
	s 2:1 3:1 4:1 5:5 6:1 75:3 safe 52:3 salary 68:10,12 sale 12:2 21:25 22:5 28:23 38:13 68:17 70:13 sales 6:25 7:6,8,9 7:10,17,18,20,21 7:22,25 8:2,9,11 8:15,16,18,21,23 8:24 9:7,15 10:5 10:10,14,17,22,25 11:3,18,25 12:2 14:19 15:3 16:4 16:15,21,23 17:10 18:3,4 19:2,6,22 20:4,10 22:15		

sends 58:6 senior 6:25 30:15 sense 59:23 sensors 27:22 sent 13:8 74:14 separated 14:14 sepstein 3:21 series 15:22 16:8 17:12 29:17 50:14 service 22:19,20 24:1 services 23:4,5 session 25:18 34:6 sessions 2:14 4:19 4:21 set 30:20 sets 39:20 53:4 share 14:1 18:9 26:4 29:20 31:7 34:15 43:22 58:7 69:4 sharing 42:16 shb.com 2:7 sheet 74:11 shirt 60:23 61:22 shook 2:4 show 44:8 50:3 66:1,19 67:21 68:4 69:9,18 shown 69:20 shows 67:18 sign 74:12 signature 71:19 72:16 73:14 signed 74:20 significant 67:25 signing 12:2 similar 14:7 50:1 simply 11:24 61:7 sir 29:7 31:1	site 13:13 situation 33:5 36:3 six 50:6 size 9:7 11:9,13,15 50:1 sizes 11:21 skills 72:10 73:6 skipped 50:18 slicks 7:21 slowly 44:13 small 60:24 61:1 smart 1:8,11,12 2:10,11,12 74:4 75:1 76:1 snow 2:14 4:19,21 social 9:14 10:13 10:15 56:5,7,14,22 60:4,9 61:15 62:3 62:22 software 62:10,13 62:18,20,21 63:1 sold 7:11 solutions 74:23 somebody 12:2 23:11 39:14 70:21 somebody's 19:8 somewhat 10:21 55:19 sorry 12:14 16:11 24:8,24 46:8 52:7 68:22 70:2 sort 32:23 sounds 32:10 sources 55:21 south 2:16 3:4,11 speak 33:6 34:4 speaker 42:19,23 42:24,25 speaking 33:20 speaks 47:11	specific 13:16 16:17 30:9 33:5,6 34:3 35:12 46:21 50:13 53:14,23 54:15 55:18 63:2 70:18 specifically 7:9 10:15 34:13,21 62:18 63:8 64:17 speculate 22:14 23:11 30:8 40:22 54:3 speculating 33:4 57:8 speculation 21:4 22:11 23:22 24:20 30:6 33:2,13 39:5 40:21 42:8 56:20 spend 23:3 59:12 spent 60:3 spoke 12:11 spoken 12:9 spot 15:11 spouses 67:25 spreadsheet 13:5 13:5,18 14:5,18,22 15:13 25:7 30:24 37:16 38:12 41:3 43:9,14 spreadsheet's 37:20 spruill 3:17 4:3 standing 60:22 71:11 start 26:7 34:6 55:25 starting 15:23 state 53:9,14,23 54:15 55:2 63:3 69:24 72:19	stated 28:6 39:25 46:18,22 56:9 statement 33:15 33:21 states 1:1 status 46:5 steven 3:16 steward 2:13 6:5,8 9:16 11:6 12:10 15:5 16:9,11 17:20,25 19:25 21:3 22:10 23:21 24:19 26:13 27:7 28:4,25 29:11 30:5,16 31:25 32:8,16 33:1,12 34:7,19 35:21 37:25 38:21 39:4 39:24 40:20 41:5 42:7 43:8,20 44:7 44:11 46:16 49:18 49:24 52:6,8 53:11,25 54:7,10 54:18 55:3 56:19 57:17 59:7,11,17 59:22 61:9,25 62:11 63:5,20 65:1,6,8 66:12 68:5,22 69:25 70:2 71:4,10 74:1 stipulate 6:3 stop 6:6 26:3 42:16 street 2:16 3:18 4:4 structure 14:18 15:18 structured 11:16 struggle 61:14 stubs 42:6,11,13
--	---	--	--

style 57:19 subscribed 76:14 subsequent 39:18 success 45:20 61:23 successful 30:3,14 49:15 suggesting 24:11 suite 3:4,11,18 4:4 summarize 65:23 summarizing 70:20 summer 7:18 12:2 16:15,19,22 66:25 superior 22:21 support 7:17 supported 7:22 sure 15:9 17:24 19:16 20:20 31:6 32:19 36:3,24 39:9 44:10 54:9 54:11 59:15 65:4 66:18 switch 42:17 sworn 6:4,13 72:5 76:14 system 16:24 19:23 20:8,24 21:9,18 22:25 23:8 27:21 46:13 systems 1:5 2:2 74:4 75:1 76:1	talking 27:21 talks 69:13 tanner 4:21 task 53:21 taught 37:17 teaching 32:11 team 8:1,7 11:13 11:14 35:11,17 36:21 40:6 46:6 46:19 63:15 66:5 66:21,24 67:14 68:4 70:20 teams 8:12,20 9:7 10:4,4 11:1,5,17 11:17,23 12:5 38:17 55:11 67:24 70:12,18,22,25 tell 6:14 12:11 32:5 34:9 48:17 60:25 telling 27:20 temporarily 18:9 ten 36:19,19 tenure 36:7 terminate 35:24 terminated 37:23 38:19,23 39:18 46:14,22 47:21,23 48:5,8,9,11,14 49:21 termination 35:18 36:7 38:3,8 46:18 46:21 terminationable 39:16 terminations 46:20 terms 27:3 54:13 tested 51:21 testified 6:15	testifying 72:5 testimony 54:1 74:9,18 76:8 texted 16:23 thank 6:16 17:25 71:6 thanks 43:1 71:5,7 thing 31:17 33:8 33:23 42:1 49:11 things 25:9 32:12 33:16 45:3,20 56:12 57:23 58:15 69:16 70:16 think 13:14,17 19:3,5,9 21:12 25:3 27:14 28:1,6 28:14,16 30:23 32:10,10,14 33:4 33:15,21,22 34:11 34:13,22 36:1 43:10,12,12,14 46:5,5 51:1,23 52:3 63:19 67:9 71:2,10 thirty 16:14 52:25 thorderson 46:10 thorough 36:25 thousands 56:9 62:3 three 11:4,17 13:21 17:15 38:17 52:23 thursday 1:17 tie 61:4 tied 12:1 time 1:18 9:18,19 10:12,12 13:4 23:3 29:7,12,21 32:24,24 38:10 42:20 45:15 51:18 55:22,22 59:12,18	59:21 60:4,9 63:21,24 64:15 69:20 74:19 timeframe 74:8 times 65:3 70:5 title 14:12 50:7 today 12:7 17:13 64:21 tonight 52:5 tools 35:14 top 11:4 36:2,8,9 37:11 44:15 45:9 47:13 51:3 68:16 topics 64:8 torn 41:14 total 70:24 tour 50:15,21 tournaments 50:25 tracking 62:9 tracks 58:15 train 20:3,11 22:15 24:2,6,9 25:1,4 26:18 28:12 30:22 39:1 55:25 57:9 trained 20:12,16 21:24 24:12 25:10 26:11 27:18 training 7:24 8:9 8:16,17,21 10:4 13:6,12 14:19 15:3,24,25 16:7 17:7 19:16 20:5 25:18 26:24 27:5 27:9,9,15,16 28:2 28:7,8,10,16 31:23 32:5 34:6 37:17 39:19,22 41:4,10 41:11 43:11,13 64:9,13 66:21
t			
t 5:5 75:3,3 take 18:8 31:5 42:20,22 52:8 55:17 63:18 taken 72:3,12 73:9 talk 22:16 57:2,5 66:21 69:5,17,17			

<p>trainings 16:17 20:3 23:1 26:14 30:10,20,21,23 39:7,8 40:4 62:8</p> <p>trains 19:22 27:5 28:14 30:12</p> <p>transactions 35:13</p> <p>transcriber 73:1</p> <p>transcript 71:9,14 72:21 73:3,5 74:6 74:20 76:5,8</p> <p>transcriptionist 72:8</p> <p>transitioning 25:10,18</p> <p>traurig 3:3,10</p> <p>travel 8:20</p> <p>trey 47:18</p> <p>trial 44:2 50:12</p> <p>trip 67:8,9</p> <p>trips 65:24 67:2,7</p> <p>tristan 47:13</p> <p>true 32:7,14 72:9 73:5 76:8</p> <p>trust 33:19</p> <p>trustworthy 33:20</p> <p>truth 6:14,14,15 34:9</p> <p>try 18:19 54:16</p> <p>trying 19:4 26:25</p> <p>twain 34:5</p> <p>twain's 34:12</p> <p>twice 49:16</p> <p>two 11:17 19:23 31:15 38:17 50:13</p> <p>type 16:6 42:4 44:4,20 50:8 62:9 62:13,19 70:9</p> <p>types 45:18 64:19</p> <p>typewriting 72:7</p>	<p>typical 10:23 16:16</p> <p>typically 45:24</p> <p>u</p> <p>umbrella 11:4</p> <p>unauthorized 15:14 64:23</p> <p>uncomfortable 27:19</p> <p>understand 9:9 10:8,20 19:11 20:21 51:16 54:20</p> <p>understanding 23:14</p> <p>undertake 53:21</p> <p>unethical 27:15</p> <p>unidentified 42:19 42:23,24,25</p> <p>united 1:1</p> <p>unreasonable 39:14</p> <p>upcoming 55:22</p> <p>update 45:19</p> <p>upper 45:9</p> <p>use 30:13 36:4 39:8 56:5,14 59:6 62:10,21 68:2</p> <p>usually 8:20</p> <p>utah 2:15,17 4:13</p> <p>v</p> <p>v 1:7 74:4 75:1 76:1</p> <p>vague 21:4 29:12 30:17 35:22 54:1 54:19 66:13 68:23</p> <p>valentine's 47:8</p> <p>value 19:11 23:2 51:13</p> <p>values 20:9</p>	<p>variety 10:2 16:17 21:19 30:10,11 39:7 45:3 51:14 56:25 66:2 68:1 70:15</p> <p>various 7:5 55:17</p> <p>vary 11:14</p> <p>varying 9:6 11:20</p> <p>verbal 27:5,13</p> <p>verify 17:9 48:4 74:9</p> <p>veritext 71:11 74:14,23</p> <p>veritext.com. 74:15</p> <p>vice 6:25 7:8 53:7</p> <p>video 8:5 9:14 10:4 14:12,25 17:16,18 18:10,14 18:20,23 20:7,13 20:14 21:16 26:4 26:8,10 27:5,8,15 27:16 28:14 29:14 29:16,17 31:13,16 32:5 40:10,23,24 41:13 66:9 67:6 67:14 71:13</p> <p>videoconference 2:3,13 3:2,9,16 4:2,10,18,20,22,23</p> <p>videographer 4:18</p> <p>videos 5:11 8:2,3,9 13:6,12,20,25 14:19 15:1,3,8,11 15:14,20,22 16:1,8 20:2,2 30:19 31:23 39:2,22 41:2,4 43:11,13,14 64:6,7,13,19,23,24 65:16,19,23,24,25 66:2,3,8,17 67:1</p>	<p>67:11,17</p> <p>videotaped 1:15</p> <p>view 16:24</p> <p>viewing 17:10</p> <p>vimeo 13:6,12 15:2</p> <p>violated 35:8</p> <p>violation 35:20</p> <p>violations 37:24 38:6 62:22</p> <p>viper 52:21</p> <p>visit 8:20</p> <p>vivint 1:8,10,12 2:10,11,12 4:11 6:24 7:3,4,11,12 9:4,11 10:10 13:12 14:19 15:3 15:13,14 17:2,5,9 19:1,21 22:16,18 22:19 23:2,2,13,17 23:19 24:4,7,15 25:21 26:10 27:4 28:19,20 29:15,17 30:12 31:21 34:5 35:3 36:7 37:18 38:16,19 39:1 41:4 42:5,6 44:3 44:20 45:2,14 46:3,11 47:16 48:1,7 49:9,23 50:22,22 51:17 52:19 53:8,13,22 54:13,24 56:3,16 57:16,25 58:24 59:5 60:23 61:8 61:22,23 62:21 63:1,2 64:24 67:20 68:19 69:13 69:24 74:4 75:1 76:1</p>
---	--	--	---

vivint's 17:10 30:2 35:8 44:24 48:24 53:23 54:15 56:4 vivint.com 4:14	welcoming 26:17 went 67:7 west 4:12 western 1:2 wheel 30:13 william 4:10 willing 20:9 witness 6:4,13 9:23 10:1 12:14 16:10,13 18:2 29:4,6 34:22,23 43:4 51:20,23 52:1,7,12,15 54:2 55:5 63:7 65:2,10 68:24 70:1,4 71:6 72:4 74:8,10,12,19 witnesses 59:18 won 40:19 53:5 66:20,23 68:6 work 7:3 48:13 49:20 worked 58:24 working 26:20 57:16 67:20 works 57:11 worries 43:7 would've 21:21 22:8 written 45:5	31:22 32:4 33:3 33:14 34:11 36:18 42:21,23,24 43:17 44:10,12,25 45:23 46:9 49:10 50:18 51:8 52:10,18 54:9,22 55:9,18 59:14 60:8 61:20 62:2 64:12 65:6 65:10 66:18 67:4 71:10,12 year 7:7 8:19 10:23 16:4 17:21 17:22 18:4 50:23 51:1,2,17 54:25 55:16 68:1,3,15,18 years 7:5 13:21 14:14 36:19,20 37:21,22 38:9 52:24 69:19 yep 18:1 31:9 young 4:19 younger 39:21
w	z	
w 3:9 wait 12:10,10,10 want 6:2 12:12 17:6 23:23 27:18 27:22 36:3 40:22 42:22 54:7 59:12 65:2,4,10,11,12,15 wanted 53:8,21 54:25 wants 49:12 wasted 59:19 wasting 59:21 watch 17:12 18:22 27:16 28:11 64:17 watched 20:1 27:8 29:16 30:18 31:15 64:21 66:18 watching 40:23 water 43:5 52:13 way 14:11 20:6,10 23:19 24:17 25:4 25:4 28:2,17 32:15 44:8 53:20 57:1 63:13,17 ways 17:4 21:20 24:25 51:14 56:16 56:24,25 we've 40:24 44:2 48:12 50:19 52:23 56:9 64:6 65:22 69:19,20 wearing 61:22 website 45:1 48:24 62:15 welcome 28:18	zelaya 37:7,23 38:4	
x		
x 5:1,5 72:21		
y		
yeah 7:4 8:19 10:1 16:13 17:7,24 18:6 19:15 20:1 20:22 21:7,12,17 22:13,21 24:24 25:3 26:14,23 27:16 28:6,16 29:5,9,13 30:7,7		

Federal Rules of Civil Procedure

Rule 30

(e) Review By the Witness; Changes.

(1) Review; Statement of Changes. On request by the deponent or a party before the deposition is completed, the deponent must be allowed 30 days after being notified by the officer that the transcript or recording is available in which:

(A) to review the transcript or recording; and

(B) if there are changes in form or substance, to sign a statement listing the changes and the reasons for making them.

(2) Changes Indicated in the Officer's Certificate. The officer must note in the certificate prescribed by Rule 30(f)(1) whether a review was requested and, if so, must attach any changes the deponent makes during the 30-day period.

DISCLAIMER: THE FOREGOING FEDERAL PROCEDURE RULES ARE PROVIDED FOR INFORMATIONAL PURPOSES ONLY.

THE ABOVE RULES ARE CURRENT AS OF APRIL 1, 2019. PLEASE REFER TO THE APPLICABLE FEDERAL RULES OF CIVIL PROCEDURE FOR UP-TO-DATE INFORMATION.

VERITEXT LEGAL SOLUTIONS
COMPANY CERTIFICATE AND DISCLOSURE STATEMENT

Veritext Legal Solutions represents that the foregoing transcript is a true, correct and complete transcript of the colloquies, questions and answers as submitted by the court reporter. Veritext Legal Solutions further represents that the attached exhibits, if any, are true, correct and complete documents as submitted by the court reporter and/or attorneys in relation to this deposition and that the documents were processed in accordance with our litigation support and production standards.

Veritext Legal Solutions is committed to maintaining the confidentiality of client and witness information, in accordance with the regulations promulgated under the Health Insurance Portability and Accountability Act (HIPAA), as amended with respect to protected health information and the Gramm-Leach-Bliley Act, as amended, with respect to Personally Identifiable Information (PII). Physical transcripts and exhibits are managed under strict facility and personnel access controls. Electronic files of documents are stored in encrypted form and are transmitted in an encrypted fashion to authenticated parties who are permitted to access the material. Our data is hosted in a Tier 4 SSAE 16 certified facility.

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